



# HARGREAVES STREET MEDICAL PRACTICE

454 Hargreaves Street Bendigo 3550 Ph: 0354543973 Fax: 0354988857  
Web: [www.hargreavestmedical.com.au](http://www.hargreavestmedical.com.au) Mail: [reception@hargreavestmedical.com.au](mailto:reception@hargreavestmedical.com.au)

## Privacy Policy

Current as of:02/12/2022

### Introduction

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

### Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

### Why do we collect, use, hold and share your personal information?

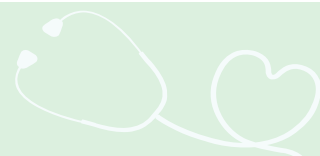
The main reason we collect information from you is so that we may provide you with the best possible healthcare. It enables us to properly assess, diagnose and treat your health care needs. The information we may ask you is personal. Without this information we may be restricted in our capacity to provide you with the standard of medical care that you expect.

All members of the professional team involved in your care will have access to your personal information. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

Our practice will not use your personal information for marketing any of our goods or services directly to you without your consent. If you do consent, you may opt-out of direct marketing at any time by notifying our practice in writing.

This means we may use and disclose the information you provide in the following ways:

- Disclosure to others involved in your health care, including doctors and specialists outside this practice who may become involved in treating you, pathology services, radiology services and in emergency situations. This may occur through referral to other doctors or specialists, or for medical tests and in the reports or results returned to us following the referrals.
- By law, doctors are sometimes required to disclose information for public interest reasons e.g. mandatory reporting of communicable diseases or through court subpoenas
- During the course of providing medical services, through Electronic Transfer of Prescriptions, on medical registers to improve community health care (for example, Diabetes register, Pap smear register, MyHealthRecord, SmartVax and Antibiotic surveillance program)
- Administrative purposes in running our medical practice, including our insurer or medical indemnity provider, and quality assurance and accreditation bodies.
- Billing purposes, including providing information to Medicare Australia and other organisations responsible for the financial aspects of your care.
- For conducting medical research. You will be informed when such activities are being conducted and your involvement will only take place if you provide express signed consent for each program where identified information is required.
- Assisting with training and education of other health professionals. You will be informed when such activities are being conducted and your involvement will only take place if you provide express consent to your medical practitioner for each program.
- To assist in locating a missing person
- To establish, exercise or defend an equitable claim or for the purpose of confidential dispute resolution process





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In most cases, we will obtain the information directly from you or your treating doctors.

## What personal information do we collect?

The information we will collect about you includes:

- Names, date of birth, addresses and contact details
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- Healthcare Identifiers

Our practice will collect your personal information:

- When you make your first appointment our practice staff will collect your personal and demographic information via your registration
- During the course of providing medical services, we may collect further personal information.
- Information can also be collected through the Electronic Transfer of Prescriptions, MyHealthRecord system via the Shared Health Summary and Event summary.
- We may collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
- In some circumstances, personal information may also be collected from other sources. This may happen because it is not practical or reasonable to collect it from you directly. This may include information from your guardian or responsible person, other involved healthcare providers such as specialists, allied health professionals, hospitals, community health services, pathology and radiology services, Medicare or the Department of Veteran's Affairs

## Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym, unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

Our practice participates in quality improvement activities that use de-identified patient information. De-identified information is any information that does not link to you personally. Such information is shared with the following entities:

- NPS Medicinewise – MedicineInsight program – Ongoing
- SmartVax – Vaccination monitoring program – Ongoing
- Department of Health – Antibiotic prescribing – Ongoing
- Western Health – Chronic Kidney Disease program - Ongoing
- Other research purposes with NHMRC (National Health and Medical Research Council) approval - Periodically

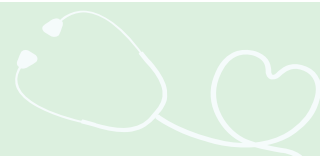
You can opt-out of our participation in these programs by advising reception staff or contacting the General Manager.

## How do we collect your personal information?

Our practice may collect your personal information in several different ways.

Our practice will collect your personal information:

- When you make your first appointment our practice staff will collect your personal and demographic information via your registration
- During the course of providing medical services we may collect further personal information.
- Information can also be collected through Electronic Transfer of Prescriptions, MyHealthRecord system via the Shared Health Summary and Event summary.
- We may collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.





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- In some circumstances personal information may also be collected from other sources. This may happen because it is not practical or reasonable to collect it from you directly. This may include information from your guardian or responsible person, other involved healthcare providers such as specialists, allied health professionals, hospitals, community health services, pathology and radiology services, Medicare or the Department of Veteran's Affairs

## When, why and with whom do we share your personal information?

We sometimes share your personal information:

with third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with APPs and this policy

with other healthcare providers

when it is required or authorised by law (eg court subpoenas)

when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent

to assist in locating a missing person

to establish, exercise or defend an equitable claim

for the purpose of a confidential dispute resolution process

when there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)

during the course of providing medical services, through eTP, My Health Record (eg via Shared Health Summary, Event Summary).

Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt-out of direct marketing at any time by notifying our practice in writing.

## How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms.

The storage, use and, where necessary, the transfer of personal health information will be undertaken in a secure manner that protects patient privacy. We will take all reasonable steps to protect the security of the personal information that we hold. This includes appropriate measures to protect electronic materials stored and generated in hard copy. It is necessary for medical practices to keep patient information after a patient's last attendance for as long as required by law or is prudent, having regard to administrative requirements.

All staff are required to sign confidentiality agreements that protect your privacy and confidentiality

## How can you access and correct your personal information at our practice?

You have the right to request access to, and correction of, your personal information.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing to [reception@hargreavestmedical.com.au](mailto:reception@hargreavestmedical.com.au) and our practice will respond within a 1-2 weeks





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Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to [reception@hargreavestmedical.com.au](mailto:reception@hargreavestmedical.com.au).

## How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure please contact [feedback@hargreavestmedical.com.au](mailto:feedback@hargreavestmedical.com.au) phone number 03 54543973

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.

If you have any complaints about our privacy practices or wish to make a complaint about how your personal information is managed please contact the Business Manager. All complaints will be dealt with fairly and as quickly as possible. A privacy complaint relates to any concern or dispute that you have with our privacy practices as it relates to your personal information. This could include matters such as how personal information is collected, stored, used, disclosed or how access is provided.

If you are dissatisfied with the outcome of our handling of your complaint you may contact the Victorian Health Services Commissioner on Freecall 1800 136 066, visit the website [www.health.vic.gov.au/hsc/contact.htm](http://www.health.vic.gov.au/hsc/contact.htm) or the Federal Privacy Commissioner.

## Privacy and our website

Your contact information provided when you communicate with us via our website [www.hargreavestmedical.com.au](http://www.hargreavestmedical.com.au) or via social media is collected to enable us to respond to you. Marketing information regarding our services will only be provided when you subscribe to our email newsletter.

Our practice offers an online appointment booking service using a third party provider – Healthengine. All terms and conditions are provided when you choose to use this service.

## Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. Updated policies are version controlled and include the date of review.

### Disclaimer

The *Privacy policy template for general practices* is intended for use as a guide of a general nature only and may or may not be relevant to particular practices or circumstances. The Royal Australian College of General Practitioners (RACGP) has used its best endeavours to ensure the template is adapted for general practice to address current and anticipated future privacy requirements. Persons adopting or implementing its procedures or recommendations should exercise their own independent skill or judgement, or seek appropriate professional advice. While the template is directed to general practice, it does not ensure compliance with any privacy laws, and cannot of itself guarantee the discharge of the duty of care owed to patients. Accordingly, the RACGP disclaims all liability (including negligence) to any users of the information contained in this template for any loss or damage (consequential or otherwise), cost or expense incurred or arising by reason of reliance on the template in any manner.

