



Livingstone Street Clinic Privacy Policy

- Practice procedures
- Staff responsibilities
- Patient consent
- Collection, use and disclosure of information
- Access to information.



Livingstone Street Clinic Privacy Policy

Current as of April 30, 2024

Introduction

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

Why and when your consent is necessary

When you register as a patient of the practice, you provide consent for the 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 the practice needs to use your information for anything else, the practice will seek additional consent from you to do this.

Why does the practice collect, use, hold and share your personal information?

The practice will need to collect your personal information to provide healthcare services to you. The main purpose for collecting, using, holding, and sharing your personal information is to manage your health. The practice also uses it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (e.g. staff training).

What personal information does the practice collect?

The information the practice will collect about you includes your:

- names, date of birth, addresses, 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
- Health Fund details.

Dealing with the practice 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 the practice is required or authorised by law to only deal with identified individuals.



How does the practice collect your personal information?

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

1. When you make your first appointment the practice staff will collect your personal and demographic information via your registration.
2. Whilst providing medical services, the practice may collect further personal information. Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, e.g. via Shared Health Summary and Event Summary. The practice may also collect your personal information when you visit the practice website, send an email or SMS, telephone the practice, make an online appointment or communicate with us using any other means.
3. In some circumstances personal information may also be collected from other sources. Often this is 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 and pathology and diagnostic imaging services
 - Your Health Fund, Medicare, or the Department of Veterans' Affairs (as necessary).

When, why and with whom does the practice share your personal information?

The practice sometimes shares your personal information:

- With third parties who work with the 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 (e.g. 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 confidential dispute resolution processes
- When there is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)
- Whilst providing medical services, through eTP, My Health Record (e.g. via Shared Health Summary, Event Summary).



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

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

The practice will not use your personal information for marketing of any 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 the practice in writing.

The practice may use your personal information to improve the quality of the services offered to patients through research and analysis of patient data.

The practice may provide de-identified data to other organisations to improve population health outcomes. The information is secure, patients cannot be identified, and the information is stored within Australia. You can let the reception staff know if you do not want your information included.

How does the practice store and protect your personal information?

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

The ways in which our practice stores information is, e.g. as electronic records, visual records X-rays, CT scans, videos, and photos.

The practice stores all personal information securely.

- All computers are password protected.
- All staff and contractors sign a confidentiality agreement.
- All patient records are electronic, all paper copies of patient relevant information are scanned into patients' electronic files. All paper is then placed in a secure bin and a contractor securely destroys all documents routinely and provides us with appropriate supporting documentation.
- The practice's computer system requires secure logins and has hardware firewall protection and virus protection.
- The practice's IT network and servers are managed by Cititec, and the team remotely access their servers.

How can patients access and correct their personal information at the practice?

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

The practice acknowledges patients may request access to their medical records. The practice requires this request in writing. If you need to access your information, please discuss this with the staff who can provide a form for you to complete.



This is then returned to the practice team after completion. If a fee applies, you will be notified before completing your request.

The practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, the practice team will ask you to verify that your personal information held by the practice is correct and current. You may also request that the practice corrects or updates your information, and you should make such requests in writing to Livingstone Street Clinic, 9 Livingstone Street, Ivanhoe 3079 or alternatively by sending an email to admin@livstclinic.com.au

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

The practice takes complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. The practice will then attempt to resolve it in accordance with the practice's resolution procedure. You can contact the practice team by phone and ask to speak to the practice manager or if you would like to put it in writing address your concerns to Practice Manager, Livingstone Street Clinic, 9 Livingstone Street, Ivanhoe, 3079 or by sending an emailing to practicemanager@livstclinic.com.au.

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

Privacy and the practice website

No personal information about patients is collected directly through the practice website.

Emails

Please note that all outgoing emails have a disclaimer as below.

Disclaimer: The information contained in this email may be confidential and may also be the subject of professional privilege. If you are not the intended recipient, any use, disclosure or copying of this document is unauthorised. If you received this document in error, please telephone +61 3 9497 1188 immediately.

Policy review statement

The privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. Patients will be notified by a notice on the practice website when updates have taken place.