



CAVENAGH MEDICAL CENTRE

Privacy Policy

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?

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes.

What personal information do we collect?

The information we 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
- Nationality

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.

How do we collect your personal information?

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

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, we may collect further personal information. Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, eg via Shared Health Summary, Event Summary.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us or make an online appointment.
4. 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 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 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).
- For the purposes of research only, de-identified information is shared with the NT Primary Health Network (NTPHN) for population health planning.
- 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.

Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

How do we share, store and protect your personal information?

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

- Electronic records
- Visual records (X-rays, CT scans, videos and photos)

Our practice stores all personal information securely in our electronic medical software, which is password protected. All team member and contractors who may require access to our medical software, even if only visually in passing, has signed a confidentiality agreement. All computers in the practice are password protected.

In the instance Personal information is shared, it is done so in one of the following methods, with the stated security:

- Email of PDF, which is password protected for access and printing
- USB, which is password, protected for access and printing
- Mailed by Registered Post, with signature upon delivery

How long do we hold your records?

Our practice retains all medical records for a minimum of 7 years from your last consultation (or until the age of 25 years for all children). The clinic holds these records for this period to ensure we have evidence to rely upon in instances we are called upon to substantiate medical treatment, such as:

- Medicare Billing
- Professional standards
- Complaints
- Claims

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 via email to cmcadmin@cmc.org.au and our practice will respond as soon as practical. It would be reasonable that the request is actioned, or any delay conveyed to the patient, within 30 days. Patients will be advised of any fees payable, prior to undertaking the request.

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 email cmcadmin@cmc.org.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 and we appreciate the opportunity to improve our services. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure, which is contained in our Complaint Resolution Policy.

Complaints can be made via any of the following methods:

- Emailed to the Practice Manager via email to cmcmanger@cmc.org.au
- Emailed to reception team at cmcadmin@cmc.org.au
- Handed to the reception team in a sealed envelope
- Communicated over the telephone to the reception team or practice manager (can be anonymously)
- Communicated face to face with the Practice Manager

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 or call the OAIC on 1300 363 992. Locally in the Northern Territory you may contact Ombudsman NT on 1800 806 380 or via email to nt.ombudsman@nt.gov.au

How do we store other important items in our clinic?

The clinic holds numerous items that are confidential, and/or only authorized to be accessed by certain team members. Those items are identified below:

Item	Secure Storage and Accessibility
Paper Staff and Accounting Records	Locked in the Practice Manager's filing cabinet or locked in the rear storage cupboard
Emergency Script pads	Locked in the storage room

Policy review statement

When any changes are made to this policy, we will make the new policy available to our patients, upon request.