

General Practice Cremorne (GPC) Privacy Statement- Protecting your Privacy Matters

About GPC

GPC provides a range of health services to patients; please see our brochures or go to our website to view full details of services provided www.gpcremorne.com.au . We are committed to providing you with personalised medical care and protecting your ***privacy matters is important to us at GPC.***

Below is how we protect your privacy.

1. How to contact us about Privacy Matters
2. The types of information GPC collects
3. How GPC collects and stores your personal and health information
4. How GPC uses your personal and health information
5. When we disclose your personal and information
6. How to help us ensure we hold accurate information.
7. How patients can access personal health information

We recommend that you keep this information for future reference.

1. How to contact us about Privacy Matters-

The Practice Manager is the designated Privacy Officer and acts as liaison for all privacy issues and requests for access to personal health information.

If you have any questions in relation to **privacy**,

- Please contact us on **02 8969 5000** (*Monday to Friday*) **Press Option 6 for Privacy matters only**
- **Alternatively Press Option 2** and ask for the **Practice Manager** and advise that this is in regards to a **Privacy matter. You do not need to disclose the nature of the matter.**
- Alternatively, you can write to privacy@gpcremorne.com.au

2. The types of information GPC collects

GPC collects two types of information personal and personal health information

i. Your personal and health information

- a) GPC defines **“personal information”** as information which can identify individuals. Personal information includes
 - Name
 - Date of Birth (DOB)
 - Indigenous Status
 - Relationship status
 - Address
 - Phone numbers
 - Email
 - Health Fund/DVA/ Medicare Numbers
 - Next of Kin (NOK)
 - Emergency Contact details

- Billings
 - Appointments
- I. You may need to provide personal information to us for other individuals for whom you are an authorised representative. (**e.g. Children**)
 - II. Anonymity is not available to patients for managing their Health Care. Anonymity is available to patients when they complete any surveys in the practice.
 - III. Due to the nature of our business GPC is only able to offer **Pseudonymity**.
 - a. **Pseudonymity** requires that an individual may deal with GPC by using a name, term or descriptor that is different to the person's actual name. **For example an artist who uses a 'pen-name.'**
 - b) GPC defines "**personal health information**" as any information which is used to diagnose or manage an individual's health and is recorded in the patients health record held by GPC.
 - i. All information received in the course of a consultation between a doctor and the patient is considered personal health information.
 - ii. This information includes medical details, family information, can include past medical & social history, current health issues and future medical care.
 - iii. It includes the formal medical record whether written or electronic and information held or recorded on any other medium e.g. letter, fax, or electronically.

3. How GPC collects and stores your personal and health information

We collect **personal and health information**

- **Personal information** when enrolling as a patient at the practice is initially, captured on paper using the **New Patient Form**. This is scanned and stored in a digital format and following digital storage the material is shredded.
- **Personal Health information** is captured on your electronic record from consultations with GP's, and via reports and results from other health service providers. Any paper based consultations, results or reports are scanned and stored in a digital format and following digital storage the material is shredded.
- If you leave the practice your personal and health information is archived on our system.

4. How GPC uses your personal & health information

All staff have access to your personal information and **your personal information is used to:**

- verify your identity,
- administer and manage clerical services, including appointment making, billing and collecting debts.

Staff do not access clinical file without a purpose. Your personal health information is used to:

- assess, record , maintain or improve your health
- diagnose your illness or disability,
- treat your illness or disability or suspected illness or disability,

- dispense or prescribe a drug or medicinal preparation by a pharmacist
- send reminders of annual health checks agreed with your GP for example Cervical Screening, blood tests

GPC can access personal and health information and may use this information for business and clinical analysis. For example but not limited to, when there is a product recall, such as a vaccine, we can identify the patients who have had the vaccine and make contact with the patient informing them of this recall. We analysis data and health information in our quality activities so that we can improve services to our patients. Information is de-identified and used to benchmark against other health organisations.

5. When we disclose your personal information

Your personal and health information is

- only disclosed to third parties, or authorised representatives if requested by you to do so
- only disclosed to government, regulatory authorities and other organisations as required or authorised by law.

6. Help us to ensure we hold accurate information

We take all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date.

However, the ***accuracy of that information depends to a large extent on the information you provide***. That's why we recommend that you:

- Let us know if there are any errors in your personal information
- Keep us up-to-date with changes to your personal information such as your name, address telephone number, relationship status.
- Families may be linked on our record system if your relationship status changes please advise us.

7. How patients can access personal health information

Patients have a right to accessing personal health information.

Patients need to complete GPC's "***Personal Health Information release Form***"

There is no charge for this service.

Once again if you have any questions in relation to **privacy**,

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