

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

About General Practice Cremorne (GPC)

GPC is the home of a range of health services available to patients.

Please visit our website www.gpcremorne.com.au to view full details of services that may be available to you. Although the doctors working from GPC are operating their own businesses independently, collectively they are strong believers in empowering and involving patients in their own well-being and offering personalized medical care.



General Practice Cremorne

Protecting your privacy matters is important to us at GPC.

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.

Background to Privacy Principles

The Australian Privacy Principles (APP) provide a protective framework which supports the rights and obligations of collecting, holding, using and correcting personal information. The APP consists of 13 principle-based laws which apply equally to digital and paper-based environments. Our obligation to you is to ensure that our principles align with the APP, maintaining a transparent and open policy.

Why and when your consent is necessary

When you register as a patient of any independent GP working from GPC you provide consent for access and use of 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 you choose to see another GP conducting their practice from GPC you are also providing consent for use and access of your personal information

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

The 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. Any information that is shared with providers from non-marketing background is de-identified. The purpose of this is to provide better health outcomes for patients and continuous quality improvement activities.

What personal information and personal health information do we collect

The information we will collect about you includes:

- Names, date of birth, addresses, contact details such as email and phone numbers
- Birth sex and gender identity
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history, and risk factors

All information received in the course of a consultation between a doctor and the patient is considered personal health information.

- Medicare number (where available) or DVA number for identification and claiming purposes
- Healthcare identifiers
- Ethnicity and Indigenous status should you wish to self-identify.

You may need to provide personal information to us for other individuals for whom you are and authorised representative (e.g., children)

Dealing with us anonymously

Anonymity is not available to patients for managing their Health Care. Anonymity is available to patients when they complete any surveys in the practice.

Due to the nature of our business GPC is only able to offer Pseudonymity.

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.'

How GPC collects and stores your personal and health information

When you make your first appointment the practice staff will collect your personal and demographic information via your registration, or you will submit this information online via the booking application HotDoc.

During the course of providing medical services, we may collect further personal information via methods such as electronic transfer of prescriptions, "Myhealth record" which collects electronic downloads from hospitals or pathology laboratories, etc. or your voluntary registration with MyMedicare.

The practice may also collect your personal information when you send us an email, telephone us, make an appointment, or communicate with us in writing.

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

GPC stores all personal information securely.

Access is password protected. Passwords are per user and are not shared. Access to information is restricted accordingly to the nature of the worker. Staff do not access clinical file without a purpose. Confidentiality agreements in place and are reviewed regularly. Training in Privacy Principles is conducted regularly

- If you leave the practice your personal and health information is archived on our system
- We use methods of destruction including shredding and secure document destruction

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 e.g., Cervical Screening, Blood tests

GPC can access personal and health information and may use this information for business and clinical analysis. For example, 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.

When we disclose your personal information and who it may be shared with

Third parties who work with our practice for business purposes, such as accreditation agencies – these agencies are bound by the same APPs and this policy and their own Privacy Policies

Information technology providers – these third parties are required to comply with APPs and this policy

Other healthcare providers including any independent GP who works from General Practice Cremorne

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 the purpose of confidential dispute resolution process

When there is a statutory requirement to share certain personal information (e.g., some diseases require mandatory notification)

During the course of providing medical services, through Electronic Transfer of Prescriptions MyHealth Record (e.g., via Shared Health Summary, Event Summary). Sending referrals on your behalf.

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

The use of AI Scribes during your consultation (including but not limited to Lyrebird Health and Heidi) may be used with your consent. Consent may be withdrawn by notifying your GPO prior to the consultation. The AI scribes used at GPC ensure real-time transcription with no audio storage, all data is processed and stored locally. Temporary data storage is encrypted and automatically deleted after a short period guaranteeing strict privacy and compliance.

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. For access you will be required to complete GPC's "Personal Health Information Release Form"

The practice acknowledges patients may request access to their medical records. We require you to put this request in writing and our practice will respond within a reasonable time. You may be asked to make an appointment for access to records in consultation with your doctor. There will be a fee applicable to the time spent.

General Practice Cremorne will take reasonable steps to correct your personal information where the information is not accurate or up-to-date. We will ask you to verify your personal information held by the practice is correct and up-to-date.

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. The Practice Manager is the designated Privacy Officer and acts as liaison for all privacy issues. Complaints can be addressed to Practice Manager, 414 Military Road, Mosman NSW or by email to reception@gpcremorne.com.au. Your complaint will be addressed and you will receive follow up communication by phone call or in writing. This process can take 30 days.

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 the [OAIC website](https://www.oaic.gov.au) or call the OAIC on 1300 336 002