

Main Street Medical Centre Privacy Policy

Current as of: 21 October 2024

Introduction

This privacy policy provides information on how your personal information (including your health information) is collected, used, and shared within our practice. It outlines the circumstances in which we may share your information 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 for 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.

Why Do We Collect, Use, Hold, and Share Your Personal Information?

Our practice needs to collect your personal information to provide healthcare services. Our primary purpose is managing your health. We also use your information for related business activities such as financial claims, practice audits, accreditation, and staff training.

What Personal Information Do We Collect?

We collect the following information:

- Names, date of birth, addresses, contact details
- Medical information including history, medications, allergies, immunizations, social and family history, and risk factors
- Medicare number (for identification and claims)
- Healthcare identifiers
- Health fund details

Dealing with Us Anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impractical or legally required to identify you.

How Do We Collect Your Personal Information?

We may collect personal information in various ways:

1. At your first appointment through registration.
2. During medical services.
3. Through e-prescriptions (eTP), My Health Record, and other electronic platforms.
4. When you contact us via website, email, SMS, phone, or social media.
5. From other healthcare providers, your guardian, or government agencies like Medicare.

When, Why, and With Whom Do We Share Your Personal Information?

We may share your information:

- With third parties such as accreditation agencies or IT providers (who comply with the Australian Privacy Principles)
- With other healthcare providers involved in your care
- When required by law
- To prevent a serious threat to public or personal health or safety

- In mandatory disease notifications or legal situations

We will not share your information with third parties without your consent, nor will we send your information outside Australia unless permitted by law. We also will not use your information for marketing without your consent.

How Do We Store and Protect Your Personal Information?

We store your personal information securely in various forms, such as paper and electronic records. We use secure systems to protect your data and only authorized personnel have access.

How Can You Access and Correct Your Personal Information?

You may request access to your records by submitting a written request, and we will respond within 30 days. Full copies of your records are available for a fee. Our practice will take reasonable steps to correct inaccuracies in your records when requested in writing.

How Can You Lodge a Privacy-Related Complaint?

Complaints should be submitted in writing. We take privacy concerns seriously and aim to resolve them in accordance with our procedures.

Please send complaints to:

Practice Manager

Main Street Medical Centre

71 Main St

Hervey Bay Queensland 4655

Phone: 07 4128 3644

We will respond to your complaint within 30 days. You may also contact the OAIC for further information at www.oaic.gov.au or call 1300 363 992.

Policy Review Statement

This policy will be reviewed regularly to ensure compliance with any changes in law or practice standards.