

Privacy Policy

Current as of 24.02.2025

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 (e.g. staff training).

What personal information do we collect?

The information we will collect about you includes:

- 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 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 will collect your personal information:

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. This may

also be collected through My Health Record, e.g. via Shared Health Summary, Event Summary, Electronic Transfer of Prescriptions (eTP), eReferrals.

3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
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 Veteran's Affairs (as necessary)
5. Various types of images may be collected and used, including
 - CCTV footage: Collected from our premises for security and safety purpose
 - Photos and medical images: These can be taken using personal devices for medical purposes, following the guidelines outlined in our guide on using personal devices for medical images

We will always comply with privacy obligations when collecting personal information from third-party sources. This includes ensuring transparency with patients, obtaining necessary consents, maintaining data accuracy, securing the information, and using it only for specified purposes.

Who do we share your personal information with?

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; Online appointment booking system via HotDoc secure links including reminder / recall notices for treatment and preventative health care issued by SMS ; these third parties are required to comply with APPs and this policy
- with other healthcare providers (e.g., In referral letters)
- 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 Prescribing, My Health Record (e.g., via Shared Health Summary, Event Summary) Electronic Referrals.

Only people that 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 is, permitted by law) without your consent.

Will your information be used for marketing purposes?

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.

How is your information used to improve services

The practice may use your personal information to improve the quality of the services offered to patients through research, analysis of patient data for quality improvement and for training activities with the practice team.

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

How are document automation technologies used?

Document automation is where systems use existing data to generate electronic documents relating to medical conditions and healthcare.

The practice uses document automation technologies to create documents such as referrals, which are sent to other healthcare providers. These documents contain only your relevant medical information. These document automation technologies are used through secure medical software [BP Premier Spectra SPI](#).

All users of the medical software have their own unique user credentials and password and can only access information that is relevant to their role in the practice team.

The practice complies with the Australian privacy legislation and APPs to protect your information. All data, both electronic and paper are stored and managed in accordance with the Royal Australian College of General Practitioners [Privacy and managing health information guidance](#).

How are Artificial Intelligence (AI) Scribes used?

The practice uses an AI scribe tool to support GPs take notes during their consultations with you. The AI scribe uses an audio recording of your consultation to generate a clinical note for your health record. The practice AI scribe service is [Lyrebird Health AI](#).

Lyrebird Health AI:

- **does not** share information outside of Australia
- **stores** the audio file once the transcription is complete for seven days and is then automatically destroyed
- **retains** sensitive, personal identifying information as part of the transcription for seven days and is then automatically destroyed

The practice will only use data from our digital scribe service to provide healthcare to you.

How do we store and protect your personal information?

Our practice stores all personal information securely.

- electronic format, in protected information systems with use of passwords
- archived paper records in secured cabinets
- audio recordings
- confidentiality agreements for staff and contractors

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. This must be a written request and our practice will respond within 30 days from the date of receipt. Patients will need to make an appointment with their doctor at a given time to allow for this access. A private fee may be incurred by the patient depending on the amount of time spent with the doctor.

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 your personal information held by our practice is correct and up-to-date. You may also request that we correct or update your information, and you should make such requests in writing to the practice manager via email to kmgadmin@kelvale.com.au or at the time of your appointment.

Communication via electronic means

Communication via electronic means (e.g. email) is conducted with appropriate regard to the privacy and confidentiality of the patient's health information.

Our practice does not transfer patient information via email unless it is encrypted.

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 to the Kelvale Board of Directors who will respond within 30 days on receipt of the complaint. In the event that they are unable to resolve your complaint, the matter can also be directed to the Health & disability Services Complaints Office via (08) 6551 7620.

Privacy and our website

- The practice holds all personal information securely in electronic format in password protected information systems. Communication with patients, via electronic means is conducted with appropriate regard to the privacy and confidentiality of the patient's health information. Patients can also book their appointments online via HotDoc secure links to the Practices' appointment schedule (<https://www.hotdoc.com.au/privacy-policy>).

Policy review statement

Our Privacy Policy is reviewed regularly by the Practice to ensure it is in accordance with any changes in the Privacy Act. A copy of the policy is available to patients via our website <https://www.kelvale.com.au>.

Updated 24th February 2025