



Kensington Hill 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 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 we collect.

The information we will collect about you includes your:

- names, date of birth, addresses, contact details, ethnicity
- 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
- DVA
- healthcare identifiers

Dealing with us anonymously.

If you want access to health care and maintain your anonymity, ask your doctor.

How 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 that can be collected through electronic transfer of prescriptions (eTP), My Health Record, e.g. via Shared Health Summary, Event Summary.

3. We may also collect your personal information when you visit our website, send us an email, 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 service
 - Your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).

Photos and Medical Images may be taken on personal devices for medical purposes, stored and utilised as part of your medical information.

When, why and with whom 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 (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 eTP, My Health Record (e.g. via Shared Health Summary, Event Summary).

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.

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 Best Practice.

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 is Artificial Intelligence (AI) used?

The practice uses an AI scribe tool to support GPs taking 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**.

Lyrebird:

- does not share information outside of Australia
- does not permanently store the raw audio.
- removes/retains sensitive, personal identifying information as part of the transcription

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

Our practice also uses Lyrebirds AI document sorting tool to assist our admin staff in handling patient correspondence. Lyrebird does not store any medical data. All information is stored within the practice servers and once integrated into the practice management software it is deleted from the Lyrebird server.

How we store and protect your personal information.

Your personal information is stored at our practice in various forms, including electronic and occasionally paper documents. We provide a secure environment which ensures all of your personal information will be kept private and protected from unauthorised access. All team members are trained in confidentiality and sign a confidentiality agreement at the time of employment.

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.

Your access to your health information.

You have access to the information contained in your medical record. You may ask your doctor about any aspect of your health care including information in your record. We believe that sharing information is important for good communication between you and your doctor and for good health care.

Information in your record can be provided to you by way of an accurate and up to date summary of your care, for instance if you are moving away and are transferring to a new doctor. If you request a summary or direct access to your full medical record, your doctor will need to consider the risk of any physical or mental harm to you or any other person which may result from disclosure of your health information. The doctor will use his or her discretion to remove any information that may impact on the privacy and safety of other individuals.

Your doctor can provide a full explanation of the health summary or medical record provided. Depending on what is involved, you may be asked to contribute to the cost of providing the information.

In the case of transferring to another medical practice we would require the forwarding clinic to send a signed request for your health information. If your full medical record is required a small cost will be involved due to the time and resources required.

Resolving your concerns regarding the privacy of your health information.

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 the concern in accordance with our resolution procedure. Our Practice Manager can be contacted in writing at Kensington Hill Medical Centre, 2 Kensington Road, Leopold Vic 3224. We will attempt to acknowledge your complaint, process and respond within 30 days depending on the complexity.

You may also contact the Office of the Australian Information Commissioner (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.

Policy review statement

Our privacy policy is reviewed regularly to ensure it is in accordance with any changes that may occur.