

Introduction

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 medical practice, and the circumstances in which we may share it with third parties. We comply with the Commonwealth Privacy Act – Privacy Amendment (Private Sector) Act 2000 and the NSW Health Records Information Privacy Act 2002 (HRIP Act).

A health record is any personal information about your health or disability. It includes information or opinion about your illness, injury or disability.

Why and when your consent is necessary

When you register as a patient with Gerringong Medical Practice, you provide consent for our independent contractor GPs, GP registrars and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only those 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?

We 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 your:

- 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?

We may collect your personal information in several different ways.

1. When you make your first appointment 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. Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, e.g., via Shared Health Summary, Event Summary.
3. Your doctor may use an artificial scribe (AI) during your consultation. This is a tool that automates parts of the clinical documentation process by converting conversations with patients into clinical notes, summaries, or letters. Patient information is not required to access the software and the transcription is deleted and not stored on completion. It is not accessible by the doctor or patient after deletion.

4. 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.
5. 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 Veterans' Affairs (as necessary).

When, why and with whom do we share your personal information?

We sometimes share your personal information:

- with third parties who work with the 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 (eg some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (eg 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, your personal information will not be shared with any third party without your consent.

Your personal information will not be shared with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Your personal information will not be used 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 us in writing.

Your personal information may be used to improve the quality of the services we offer to our patients through research and analysis of our patient data.

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

How do we store and protect your personal information?

Your personal information may be stored in various forms, including historical paper records, electronic records, visual records (X-rays, CT scans, videos and photos), audio recordings.

We store all personal information securely in electronic format, in protected information systems. Our historical hard copy records are stored in a secured environment. Your personal information is secured by the use of passwords and confidentiality agreements for staff and contractors.

How can you access and correct your personal information?

You have the right to request access to, and correction of, your personal information.

We acknowledge patients may request access to their medical records. We require you to put this request in writing and we will respond within a reasonable time. There is an administrative fee applicable, depending on the size of your record.

We 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 us is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to the Practice Manager, Gerringong Medical Practice, PO Box 113 Gerringong 2534.

How can you lodge a privacy-related complaint, and how will the complaint be handled?

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. Address any concerns in writing to the Practice Manager via email to manager@gerringonggp.com.au, or post Gerringong Medical Practice, PO Box 113 Gerringong 2534.

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 www.oaic.gov.au or call the OAIC on 1300 363 992.

Privacy and our website

We do not collect personal information via the practice website. We discourage the use of email to communicate with the practice as we are unable to guarantee the security of personal emails. If you find this necessary, you should communicate with reception prior to sending emails so that we can do our best to ensure the security of your personal information.

Policy review statement

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

Current as of: 26 February 2025

Review date: 26 February 2026