



CALL THE DOCTOR PRIVACY POLICY

Privacy Policy and Collection Statement

Call the Doctor promotes the importance of privacy, confidentiality and protection of all our patients and their personal information. Call the Doctor's Privacy Policy is available to anyone who asks for it. All our staff comply with our Privacy Policy. Call the Doctor collects personal information for the primary purpose of managing a patient's healthcare and for claims for benefits and payments related to their healthcare.

The staff at Call the Doctor will take reasonable steps to ensure patients understand:

- what information has been and is being collected
- why the information is being collected, and whether this is due to a legal requirement
- how the information will be used or disclosed
- why and when their consent is necessary
- the practice's procedures for access and correction of information, and responding to complaints of information breaches, including by providing this policy.

Call the Doctor will only interpret and apply a patient's consent for the primary purpose for which it was provided. The practice staff must seek additional consent from the patient if the personal information collected may be used for any other purpose.

Call the Doctor will need to collect personal information as a provision of clinical services to a patient at the practice. Collected personal information will include patients':

- Names, addresses and contact details
- Medicare number (where available) (for identification and claiming purposes)
- Healthcare identifiers
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors.

A patient's personal information may be held at the Practice in various forms:

- paper records
- electronic records
- visual – x-rays, CT scans, videos and photos

The Practice's procedure for collecting personal information is set out below.

1. Practice staff collects patients' personal and demographic information via telephone when patients call the service for the first time.

2. During the course of providing medical services, the Practice's healthcare practitioners will consequently collect further personal information.

3. Personal information may also be collected from the patient's guardian or responsible person (where practicable and necessary), or from any other involved healthcare specialists.

The Practice holds all personal information securely, whether in electronic format, in protected information systems or in hard copy format in a secured environment.

Personal information will only be used for the purpose of providing medical services and for claims and payments, unless otherwise consented to. Some disclosure may occur to third parties engaged by or for the Practice for business purposes, such as accreditation or for the provision of information technology. These third parties are required to comply with this policy. The Practice will inform the patient where there is a statutory requirement to disclose certain personal information (for example, some diseases require mandatory notification).

Call The Doctor collects and holds various kinds of personal information including but not limited to:

Past medical/surgical history, regular medications, allergies, demographic data such as date of birth, address, gender, aboriginal or Torres Strait Islander status, country of origin, Medicare card details and patients current medical problems and allergies.

Information is collected for:

- Administrative purposes in running our medical practice.
- Billing purposes, including compliance with Medicare and Health Insurance Commission requirements.
- Disclosure to others involved in your healthcare including treating doctors and specialists outside this medical practice. This may occur through referral to other doctors, or for medical tests and in the reports or results returned to us following referrals.
- Disclosure to other doctors in the practice, locums etc. attached to the practice for the purpose of patient care and teaching.
- To comply with any legislative or regulatory requirements such as notifiable diseases.
- For research and quality assurance activities to improve individual and community health care and practice management. Usually information that does not identify you is used but should information that will identify you be required you will be informed and given the opportunity to "opt out" of any involvement.
- The practice maintains the security of personal information held at the practice by media including the Electronic Document and Records Management System and also on paper files. All personal information is stored and disposed in accordance with the Archives Act 1983. Electronic and paper records containing personal information are protected in accordance with strict security policies.

- The people within the practice team (GPs, general practice registrars, practice managers and receptionists) may have access to patient health records and the scope of that access is restricted according to the appropriate requirement for staff accessing medical records.
- The doctor advises the patient at the time of being seen that medical records will be sent to their regular general practitioner and that a privacy policy and collection statement is available for the patient.
- The process of providing health information to another medical practice should patients request that is by fax.
- Patient health information may be used for quality assurance, research and professional development.
- Informing new patients about privacy arrangements is discussed with the patient and they are given a copy of the privacy policy and collection statement if requested. The practice addresses complaints about privacy related matters by referring the complaints through the normal complaints procedure via contacting Call The Doctor by the various contact methods given below and requesting a complaint be notified.
- The practice's policy for retaining patient health records is to hold the records for 20 years

Patients can chose not to give information about their health. The main consequence for an individual that does not provide important health information is that best patient management cannot be performed.

The Practice will not disclose personal information to any third party other than in the course of providing medical services, without full disclosure to the patient or the recipient, the reason for the information transfer and full consent from the patient.

Exceptions to disclose without patient consent are where the information is:

- required by law
- 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
- assisting in locating a missing person
- establishing, exercising or defending an equitable claim
- for the purpose of a confidential dispute resolution process.

The Practice will not use any personal information in relation to direct marketing to a patient without that patient's express consent. Patients may opt-out of direct marketing at any time by notifying the Practice in a letter or email.

How to seek access to and correction of personal information

Patients can access their own heath information. For patients to gain access to their own health information they need to contact Call The Doctor by the contact details listed below

and a form will be sent to the patient to commence collection. This form will be sent within 14 days.

An individual also has a right under the Privacy Act to request the Department to correct his or her personal information. Where an individual wishes to request correction of personal information, he or she should contact

How to Contact Call The Doctor

The practice is called Call The Doctor.
To contact the practice;
Email: manager@call-the-doctor.com.au
Phone 1800 225 584

Complaints

Complaint handling process

If an individual believes the Call The Doctor has breached his or her privacy rights, he or she may contact the Call The Doctor using the contact details provided in this Privacy Policy. The Department will treat the complaint seriously and is committed to providing a fair and timely response. If an individual wishes to make a privacy complaint against Call The Doctor, he or she also has the option of complaining directly to the Australian Information Commissioner.

The Australian Information Commissioner's details are set out below:

Telephone: 1300 363 992
Email: enquiries@oaic.gov.au
Post: Australian Information Commissioner
Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001

