AUSTRALIAN PRIVACY PRINCIPLES (APP) POLICY MARCH 2014

PART A – PURPOSE AND CONTEXT

1.0 Morningside Family Medical Centre is committed to ensuring the privacy and confidentiality of all personal information affiliated with the Morningside family Medical Centre’s business undertakings.

1.1 Morningside Family Medical Centre follows the terms and conditions of privacy and confidentiality in accordance to the Australian Privacy Principles (APPs) as per schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth), forming part of the Privacy Act 1988 (‘the Act’).

1.2 The purpose of this Privacy Policy is to clearly communicate how Morningside Family Medical Centre collects and manages personal information.

1.3 The point of contact regarding any queries regarding this policy is the Practice Manager at Morningside Family Medical Centre on 07 33958577.

PART B – AUSTRALIAN PRIVACY PRINCIPLES

2.0 As a private sector health service provider and under permitted health situations, Morningside Family Medical Centre is required to comply with the APPs as prescribed under the Act.

2.1 The APPs regulate how Morningside Family Medical Centre may collect, use, disclose and store personal information and how individuals, including Morningside Family Medical Centre’s patients may:

- address breaches of the APPs by Morningside Family Medical Centre;
- access their own personal information; and,
- correct their own personal information.

2.2 In order to provide patients with adequate health care services, Morningside Family Medical Centre will need to collect and use personal information. It is important to be aware that if the patient provides incomplete or inaccurate information or the patient withholds personal health information Morningside Family Medical Centre may not be able to provide said patient with the services they are requesting.

2.3 In this Privacy Policy, common terms and definitions include:

- "personal information" as defined by the Privacy Act 1988 (Cth). Meaning "information or an opinion including information or an opinion forming part of a database,
whether true or not, and whether recorded in a material format or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion”; and,

- "health information" as defined by the Privacy Act 1988 (Cth). This is a particular subset of "personal information" and means information or an opinion about:
  - the health or a disability (at any time) of an individual;
  - an individual's expressed wishes about the future provision of health services to him or her; or,
  - a health service provided or to be provided to an individual.

2.3.1 Personal information also includes 'sensitive information' which is information including, but not limited to a patient's:

- race;
- religion;
- political opinions;
- sexual preferences; and or,
- health information.

2.3.2 Information deemed 'sensitive information' attracts a higher privacy standard under the Act and is subject to additional mechanisms for the patient's protection.

PART C – TYPES OF PERSONAL INFORMATION

3.0 Morningside Family Medical Centre collects information from each individual patient that is necessary to provide said patient with adequate health care services.

3.1 This may include collecting information about a patient's health history, family history, ethnic background or current lifestyle to assist the health care team in diagnosing and treating a patient's condition.

PART D – COLLECTION & RETENTION

4.0 This information will in most circumstances be collected directly from you via treatment form, medical consult form, face to face consultation etc.

4.1 In other instances, Morningside Family Medical Centre may need to collect personal information about a patient from a third party source. This may include:
4.2 This will only be conducted if the patient has provided consent for Morningside Family Medical Centre to collect his/her information from a third party source; or, where it is not reasonable or practical for Morningside Family Medical Centre to collect this information directly from said patient. This may include where:

- the patient’s health is potentially at risk and his/her personal information is needed to provide them with emergency medical treatment.

4.3 Morningside Family Medical Centre endeavours to store and retain a patient's personal & health information in either hard copy on site and/or transferred electronically onto a domestic server etc.

**PART E – PURPOSE OF COLLECTION, USE & DISCLOSURE**

5.0 Morningside Family Medical Centre only uses a patient's personal information for the purpose(s) they have provided the information for unless one of the following applies:

- the patient has consented for Morningside Family Medical Centre to use his/her information for an alternative or additional purpose;
- the disclosure of the patient’s information by Morningside Family Medical Centre is reasonably necessary for the enforcement of criminal law or a law imposing a penalty or sanction, or for the protection of public revenue;
- the disclosure of the patient’s information by Morningside Family Medical Centre will prevent or lessen a serious and imminent threat to somebody's life or health; or,
- Morningside Family Medical Centre is required or authorised by law to disclose your information for another purpose.

i. **Health Professionals to provide treatment**

During the patient's treatment at Morningside Family Medical Centre he/she may be referred to alternative medical treatment/services (i.e. pathology or radiology) where Morningside Family Medical Centre’s staff may consult with senior medical experts when determining a patient's diagnosis or treatment.

Morningside Family Medical Centre’s staff may also refer the patient to other health service providers for further treatment during and following the patient's admission (i.e. physiotherapist or outpatient or community health services).
These health professionals will be designated health service providers appointed to use the patient's health information as part of the process of providing treatment. Please note that this process will be conducted whilst maintaining the confidentiality and privacy of the patient's personal information.

ii. **Alternative Health services**

At any point a patient wishes to be treated by an alternative medical practitioner or health care service that requires access to his/her personal/health information Morningside Family Medical Centre requires written authorisation. This written authorisation is to state that the patient will be utilising alternative health services and that these health services have consented for a transfer of personal/health information.

iii. **Other Third Parties**

Morningside Family Medical Centre may provide your personal information regarding a patient's treatment or condition to additional third parties. These third parties may include:

- parent(s);
- child/ren;
- other relatives;
- close personal friends;
- guardians; or,
- a person exercising a patient’s power of attorney under an enduring power of attorney.

Where information is relevant or reasonable to be provided to third parties, written consent from the patient is required.

Additionally, the patient may at any time wish to disclose that no third parties as stated are to access or be informed about his/her personal information or circumstances.

iv. **Other Uses of Personal Information**

In order to provide the best possible environment in which to treat patients, Morningside Family Medical Centre may also use personal/health information where necessary for:

- activities such as quality assurance processes, accreditation, audits, risk and claims management, patient satisfaction surveys and staff education and training;
- invoicing, billing and account management;
5.1 If at any point or for any of the aforementioned reasons Morningside Family Medical Centre uses or discloses personal/health information in accordance with the APPs, Morningside Family Medical Centre will provide written notice for the patient's consent for the use and/or disclosure.

PART F – ACCESS AND CHANGES TO PERSONAL INFORMATION

6.0 If an individual patient reasonably requests access to their personal information for the purposes of changing said information he/she must engage with the relevant practice manager and their doctor.

6.1 The initial point of contact for patient access to personal information is:
   Maria Nemetallah
   Practice Manager
   07 33958577
   OR by appointment with your usual GP

6.2 Once an individual patient requests access to his/her personal information Morningside Family Medical Centre will respond within a reasonable period of time to provide said information.

6.3 All personal will be updated in accordance to any changes to a patient’s personal circumstances brought to Morningside Family Medical Centre’s attention. All changes to personal information will be subject to patient’s consent and acknowledgement.

6.4 If an individual requests access to his/her personal information Morningside Family Medical Centre may charge $55.

PART G – COMPLAINTS HANDLING

7.0 How an individual patient may complain about a breach of the Australian Privacy Principles, or a registered APP code (if any) that binds the entity, and how the entity will deal with such a complaint.

PART H – PERSONAL INFORMATION AND OVERSEAS RECIPIENTS

8.0 Use of Overseas Parties:
Morningside Family Medical Centre does not engage with any overseas entities, with which personal or health information would be transferred, appointed or disclosed.

**PART I – DISPOSAL OF PERSONAL/HEALTH INFORMATION**

9.0 If Morningside Family Medical Centre receives any unsolicited personal information that is not deemed appropriate for the permitted health situation, Morningside Family Medical Centre will reasonably de-identify and dispose of said information accordingly.

9.1 If Morningside Family Medical Centre holds any personal or health information that is no longer deemed relevant or appropriate for the permitted health situation, Morningside Family Medical Centre will reasonably de-identify and dispose of said information accordingly.

**PART J – ACCESS TO POLICY**

10.0 Morningside Family Medical Centre provides free copies of this Privacy Policy for patients and staff to access, which can be/will be located/provided:

[Hard Copies provided upon request.]

**PART K – REVIEW OF POLICY**

11.1 Morningside Family Medical Centre in accordance with any legislative change will review the terms and conditions of this policy to ensure all content is both accurate and up to date.

11.2 Notification of any additional review(s) or alteration(s) to this policy will be provided to patients and staff within one month’s notice. If change occurs patients and staff are required by Morningside Family Medical Centre to review/sign/acknowledge in writing etc. this Privacy policy.

**PART L – PATIENT ACKNOWLEDGEMENT (IF APPLICABLE)**

I .............................., acknowledge that I have read the aforementioned Privacy and Confidentiality Policy and understand the requirements of [Morningside Family Medical Centre] and myself in how to manage my personal information whilst attending Morningside Family Medical Centre.

Signed........................................

Date ........................................