

Privacy Policy

Introduction

This privacy policy is to provide information to you on how your personal information (which includes your health information) is collected and used by your health practitioner, and the circumstances in which it may be shared with third parties.

This Privacy Policy is current from 21/06/2016 and is reviewed annually. From time to time, we may make changes to the policy, processes, and systems in relation to how your personal information is handled. The Privacy Policy will be updated to reflect any changes. Those changes will be available on our website and from your doctor.

Why and when your consent is necessary.

When you register as a patient with one of the GPs providing services at Lake Kawana General Practice, you provide consent for your practitioner and support 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 your practitioner needs to use your information for anything else, they will seek additional consent from you to do this.

Why does your practitioner collect, use, hold and share your personal information?

The doctors who operate their practice from Lake Kawana will need to collect your personal information to provide healthcare services to you. The main purpose for collecting, using, holding, and sharing your personal information is to manage your health. Your general practitioner will use it for directly related business activities, such as financial claims and payments, practice audits and accreditation.

What personal information does your general practitioner collect?

The information your general practitioner 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 your practitioner is required or authorised by law to only deal with identified individuals.

How does your general practitioner collect your personal information?

Your general practitioner may collect your personal information in several different ways.

1. When you make your first appointment the practice staff will collect your personal and demographic information via your new patient registration.
2. During providing medical services, your doctor may collect further personal information. This can be through electronic transfer of prescriptions, My Health Record e.g., via a Shared Health Summary or Event Summary.
3. Please note further personal information may be collected when you visit the LKGP website, send LKGP an email or SMS, telephone, or make an online appointment.
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:
 - a 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 does your general practitioner share your personal information?

Your general practitioner will sometimes share your personal information:

- with third parties who work with our general practitioners 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 while providing medical services or as otherwise described in this policy, your general practitioner will not share personal information 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 general practitioner 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 your general practitioner in writing.

How does your general practitioner store and protect your personal information?

Your personal information may be stored by your general practitioner in various forms, clinical software is used to securely store all information, personal or otherwise, electronically.

Email and eFax Disclaimer

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute, or copy this e-mail or fax. Please notify the sender immediately if you have received this by mistake and delete or destroy it. E-mail or eFax transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise because of e-mail or eFax transmission. If verification is required, please request a hard-copy version.

Contact

Please direct any queries, complaints, requests for access to medical records to:

Karen Clarke, Practice Manager

Email – manager@lkgp.com.au

Fax – 07 5493 3888

Post – Unit 7, 5 Innovation Parkway, Birtinya, QLD 4575

Version No.	Date	Reason for update
2	21/06/2016	To include My Health Record due to its recent implementation.
3	14/02/2017	To include our email disclaimer, due to the recent implementation of eFax and subsequent removal of the actual disclaimer from all company auto signatures.
4	08/08/2018	Policy reviewed and updated in accordance with the RACGP Privacy Policy Template
5	04/11/2020	Change of Practice Manager
6	20/06/2021	Change of Practice Manager
7	28/03/2022	Review

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16/08/2023

Review

Approval

Name	Title	Signature	Date
Laura Wilkinson	Practice Manager		21/6/16
Laura Wilkinson	Practice Manager		14/02/17
Laura Wilkinson	Practice Manager		08/08/18
Alison Hubner	Practice Manager		4/11/2020
Name	Title	Signature	Date.
Karen Clarke	Practice Manager		20/06/2021
Karen Clarke	Practice Manager		28/03/2022
Karen Clarke	Practice Manager		16/08/2023