

## Privacy Policy

This document outlines how Ranford Medical Centre complies with current privacy requirements, to ensure your personal information is protected at all times. Your privacy is of the utmost importance to us, and you can be assured your information is kept confidential at all times by all members of practice staff.

### **Collection**

Ranford Medical Centre collects and holds personal and sensitive information about you, so that we may be able to effectively assess, diagnose, treat, and be pro-active in your healthcare needs. Such information will include:

- Full medical history, including personal and sensitive information;
- Family medical history;
- Ethnicity;
- Contact details;
- Medicare / private health fund details;
- Genetic information; and
- Billing / account details

The information will normally be collected from you. We may also collect additional contact information such as email address and/or mobile phone numbers if you make an online appointment. There may be occasions when we will need to obtain information from other sources, for example:

- Other medical practitioners, such as former GP's and specialists;
- Other healthcare providers, such as physiotherapists, psychologists, pharmacists, dentists, nurses;
- Hospital and Day surgery units; and
- Your health fund, Medicare or the Department of Veteran's affairs (as necessary)

Both our practice staff and medical practitioners may participate in the collection of this information.

In emergency situations, we may need to collect personal information from relatives or other sources where we are unable to obtain your prior consent.

All practice staff are required to meet privacy obligations and maintain confidentiality during and after the course of their employment, and have all signed confidentiality agreements.

You are not obliged to provide us with your personal information, however, if you choose not to provide Ranford Medical Centre with details of your health information, we may not be able to properly assess, diagnose or provide you with our full range of services. 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.

### **Accuracy of information**

Ranford Medical Centre is committed to ensuring your information is correct and up to date. If you believe the information we have recorded is incorrect, you are entitled to correct that information. It is our practice policy that we will take all steps to record all of your corrections, and place them on file, but will not erase the original record.

## **Information security**

Due to the personal and sensitive nature of your information we have collected, we take all reasonable steps to ensure the security of your information. Information is stored electronically which is password protected. A daily back up of data is performed.

Information that has been collected prior to 2008 which is recorded on hard copy is securely stored offsite at approved facilities which meet all government standards for records storage, with state of the art security systems.

## **Use and Disclosure**

All members of our professional team involved in your care will have access to your personal information. Personal information collected from Ranford Medical Centre will be used and disclosed, with your consent, for purposes such as:

- Account keeping and billing purposes;
- SMS appointment reminders;
- Follow-up reminder/recall notices for treatment and preventative healthcare (including sms);
- Referral to another medical practitioner or health care provider;
- Sending of specimens, such as blood samples or pap smears, for analysis;
- Referral to a hospital for treatment and/or advice;
- Advice on treatment options;
- The management of our practice;
- Quality assurance, practice accreditation and complaint handling;
- To meet our obligations of notification to our medical defence organisations or insurers;
- To prevent or lessen a serious threat to an individual's life, health or safety;
- Where legally required to do so, such as producing records to court, mandatory reporting of child abuse or the notification of diagnosis of certain communicable diseases; and
- During the course of providing medical services, through Electronic Transfer of Referrals, Prescriptions and MyHealth record / Personally Controlled Electronic Health Record.

Your personal information is not disclosed to any overseas entities.

## **Access**

You are entitled to access your own health records at any time convenient to both yourself and the practice. If you require access to your personal information, we ask that you please contact your doctor. Access will be denied if:

- It would create a serious threat to life or health;
- There is a legal impediment to access;
- The access would unreasonably impact on the privacy of another;
- Your request is frivolous;
- The information relates to anticipated or actual legal proceedings and you would not be entitled to access the information in those proceedings; and
- It's in the interest of national security

Should you require your personal health information be transferred to another medical practice, we will require a formal request form from them with your signed consent.

### **Complaints and contact information**

If you have any concerns about our privacy practices, or wish to make a complaint about the handling of your personal information, please contact the Practice Manager. This could include matters such as how your personal information is stored, collected, disclosed, stored, or how access is provided. We prefer the complaints be in writing and can be emailed to [pracman@ranmed.com.au](mailto:pracman@ranmed.com.au), or posted to Attention: Practice Manager, Ranford Medical Centre, Cnr Ranford and Campbell Roads, Canning Vale WA 6155. Complaints will be dealt with as soon as possible.

### **Policy review**

This privacy policy is reviewed regularly to ensure it is in accordance with any changes that may occur. An up-to-date version of this policy is available on our website and at front reception.