

Privacy Policy

Revision History

Version	Release Date	Released By	Description of Changes
1.0	1 st August 2024	Premier Medicine	Document created from original. Added version control and revision history.

This Privacy Policy is current from August 2024 and is reviewed annually. From time to time, we may make changes to our policy, processes, and systems in relation to how we handle your personal information. We will update this Privacy Policy to reflect any changes. Those changes will be available on our website and in the practice.

Introduction

This privacy policy is to provide you with information on how your personal and health information is collected and used and the circumstances in which we may share your information with third parties.

Premier Medicine is committed to protecting the privacy of patient information and the handling of your personal information in a responsible manner in accordance with the *Privacy Act 1988 (Cth)*, the *Privacy Amendment (enhancing Privacy Protection) Act 2012* and *Privacy Amendment (Notifiable Data Breaches) Bill 2016*, the Australian Privacy Principles and relevant State and Territory privacy legislation (referred to as privacy legislation).

Consent

When you become a patient at Premier Medicine, you provide consent for practitioners and administrative staff working at Premier Medicine to access and use your personal information. Your health information is only accessed by practitioners (medical and allied health). There are certain circumstances in which we may be required to share your personal information with other health providers which is covered by this policy.

If we need to use your information for anything else, we will seek additional consent from you to do this. However, if your records are subpoenaed by a court of law, we are required to comply with this order, with or without your consent.

Collection of Information

The main purpose for collecting, using, holding, and sharing your personal information is to provide you with a premium healthcare service and inform you about the healthcare services offered at Premier Medicine. We also use personal information for activities directly related to the supply of healthcare services, such as Medicare claims, payments, online booking, practice audits and accreditation.

For the purposes of this Privacy Policy, personal information may mean some, or all of the following: patient's name, contact details, date of birth, other identification details, emergency 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 and billing and account details.

How we collect your information

We collect your personal information in the following ways:

- When you become a patient of Premier Medicine you will be required to supply personal and demographic information, as well as health information such as allergies, health, and family history.
- While providing your health services, we may collect further personal information relevant to the supply of healthcare services.

We may also collect your personal information when you visit our website, send us an email or SMS, telephone us or make an online appointment.

Personal information may also be collected from other sources when 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).

Use, Disclosure and Sharing Information

We may be required to use, disclose or share your personal and health information.

Other than while providing healthcare services, or as otherwise described in this policy, Premier Medicine will not share personal information with any third party without your consent, excluding the following circumstances:

- To liaise with other healthcare providers for your healthcare needs
- Referral to another medical practice or healthcare provider
- Account keeping and billing information
- Sending samples (e.g. blood and urine) and accompanying paperwork for analysis
- Advice on treatment options
- The management of our practice
- Quality assurance, practice accreditation or complaint handling
- Meeting obligations of notification to our health defence insurer
- To provide de-identified information to government agencies to aid provision of healthcare services in our area
- In emergency situations to lessen or prevent a serious threat to you or another patient's life, health or safety or public health or safety
- If you are unable to act on your own behalf due to a health condition, we may need to discuss your health information with relatives or emergency contacts, to ensure you receive necessary care
- If required or authorised by law (e.g. Court subpoenas)
- If needed to assist in locating a missing person
- To establish, exercise or defend a claim or dispute resolution
- If there is a statutory requirement to share certain personal information (for instance in the case of mandatory notification of certain diseases)

Storing your Information

Your personal and health information is stored securely in electronic form. Your records are held on-site and are backed up daily and the back-up stored off-site in accordance with government guidelines. Premier Medicine does not retain paper records, any paper received is scanned and added to your file. The paper is securely destroyed by a licenced provider. Premier Medicine maintains the highest level of confidentiality.

Premier Medicine does not store your credit card information.

Data Quality and Security

We will take all reasonable steps to ensure that your personal information is accurate. When attending Premier Medicine, you will be asked to confirm your details are correct. Being able to contact you is necessary to ensure we can deliver care to you. We request that you let us know if any of the information we hold about you is incorrect or out-of-date. Personal information that we hold is encrypted and password protected both on the server and back-up drives

Access to the software is role-based access protects electronic information from unauthorised interference, access, modification, and disclosure.

We are aware that data breaches can occur, and we make every effort to protect your information.

Telehealth consultations are made using an encrypted service. When these are held off-site, they will still maintain a privacy. Should you not have access to an encrypted service, the public telephone network will be used.

Accessing and Updating your Information

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

All requests for access to personal information must be made in writing and accompanied by photographic identification, and we will respond within a reasonable time. There may be an administration fee charged.

Premier Medicine takes all reasonable steps to maintain the accuracy of your personal information. We will ask you to verify that the personal information we hold about you is correct and current whenever you contact or attend the practice. You may also request that we correct or update your information, and you should make such requests in writing to info@premiermedicine.com.au

We may deny access to your medical records in certain circumstances permitted by law, for example:

- if disclosure may cause a serious threat to your health or safety
- the access would unreasonably impact the privacy of another
- the information relates to anticipated or actual legal proceedings, and you would not be entitled to access the information in such proceedings
- the request is frivolous or vexatious

We will always tell you why access is denied and the options you have available to respond to our decision.

Privacy-related complaints

If you have any concerns about the privacy of your information, please send an email to info@premiermedicine.com.au outlining your concerns.

Upon receiving your complaint, we will investigate and attempt to resolve it in accordance with our complaints handling procedures.

You may also contact the Office of Australian Information Commissioner (OAIC) regarding privacy concerns. 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.