



Theodore Medical
Managing Patient Health Information Policy
based on the
13 Australian Privacy Principles

This policy is to ensure that patients who receive care from Theodore Medical are comfortable in entrusting their health information to the Practice.

The Practice Manager of Theodore Medical is the appointed Privacy Officer and any queries re this policy or to request access or correction may be directed to Anne Chater or Natalie Dunk Andrews on 49931371 or practice.manager@theodoremedical.com.au

Collection of Information

What information do we collect? Identifying details including date of birth, address, telephone numbers, next of kin, emergency contacts, marital status, employer details, Medicare No., health Insurance details, allergies & other sensitivities, past and current medical history, social history, medical procedures, diagnostic tests, results, referrals, reports from other health service providers, X-rays, progress notes, financial details related to billing, medications, immunisations, Work Cover examinations (dates, amounts) related to this data. Where possible information is collected directly from the patient. This information is collected by both the reception staff and nursing staff when entering your details directly onto our electronic health records called Medical Director.

Sensitive Information

Ethnicity, religion, sexual preference, certain medical conditions may be considered sensitive information. Please inform GP if a higher privacy standard needs to be established.

Purpose of collection? To gain sufficient information to provide for optimal ongoing management of each patient's health, care and wellbeing and to ensure the practice is viable to continue treating patients.

How is the data stored and protected? Data is stored via computers, Medicare, referral letters, medication scripts via computer (Medical Director software), immunisation forms - ACIR, Pap Smear Registry forms, S8 Drugs - internal booklet used paper form to denote usage, sterilisation register (paper), doctor's letters/referrals on computer or paper. Medical records stored electronically on computer; also old paper records are stored in a secured offsite storage. Data is accessed only via authorised GPs and staff. Computers have password access. Staff who access files have signed privacy agreements. Practice manager and reception staff require access to accounts, demographic records and from time to time actual medical records. GPs are also aware of privacy restrictions and access issues and use passwords for computer access.

How is data used? For maintaining current information about patients, updating demographics; accounts - payment, invoicing, follow-up; recall & reminder system, actioning report results, adding to medical record for comprehensive data - results, operation reports, emergency department visits, after hours & home consultations, telephone notes, deidentified data for research teaching and audit purposes. (Deidentified data means that names, dates of birth and contact details are removed.) Data is also used in the electronic transfer of prescriptions and for the purpose of the Medicare My Health Record System. Further information about privacy and My Health record please ask staff or go to www.oaic.gov.au/privacy-law/other-legislation/my-health-records

Who has access?

For primary purpose and related secondary purpose:

- GPs, nurses, practice manager, reception staff. Patients referred to another health service provider (including pathology, radiology, dental, allied health) will be aware that the information in referral letter will be used by that service provider for the normal course of ongoing patient care and management.

- Accounts details will only be used to gain payment from insurance or Medicare and no additional unnecessary data given.
- If research is conducted using non deidentified data, then each patient will be asked for informed consent for his/her personal health information to be released.
- Patient has right to access of own personal health information under privacy legislation with noted exceptions.

Use and disclosure of information

- Theodore Medical does not and will not disclose personal information to any third party other than in the course of providing medical services and only then with permission. The Practice will not disclose personal information to anyone outside Australia without need and without patient consent.
- Theodore Medical will not use any personal information in relation to direct marketing.

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

- required by law – court orders, subpoenas, sear warrants, Coroner’s Court cases, Adoption Act.
- necessary to prevent a serious threat to a patient’s life, health or safety or public health (infectious diseases)
- If 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 do we obtain a patient's consent?

- Theodore Medical uses information as set out in this policy.
- Verbal consent, should a third person such as a relative, guardian, close friend person with Power Of Attorney become part of patient care.
- If you do not want your records accessed for the purposes as set out in this policy, please complete the Management of your Health Information form located on the inside back page of the patient information booklet and follow the instructions to opt out, identifying the specific reason to do so. This will be noted in patient chart. (Also last page of this document)

Do we inform patients of the intended use of their information if outside the scope of this policy?

Yes.

If patient information is to be used for any other purpose than set out in this policy, further consent will be obtained.

Quality and Access

- Theodore Medical uses a data cleansing tool to ensure information is accurate and medical coding correct.
- As well, Theodore Medical will take reasonable steps to correct personal information when noted not to be current. Patients are encouraged to notify Theodore Medical of changes in contact details.
- Patients may also request the Practice corrects or updates their clinical information in writing or by arranging an appointment with their GP to discuss and update as necessary.
- Theodore Medical acknowledges patients may request access to their medical records. Patients are encouraged to make this in writing and the Practice will respond within a reasonable time. A form will be provided to assist in this request.
- If after discussions with the Practice Manager and Theodore Medical doctors you feel that your concerns about privacy issues have not been met, you may like to contact an outside agency such as:

The Office of Health Ombudsman

George Street, Brisbane

Mail: P O Box 13281, BRISBANE, QLD, 4003

Phone Number: 133646

Fax 33196350

Website www.hqcc.qld.gov.au

Email: info@oho.qld.gov.au

Email: complaints@oho.qld.gov.au

Privacy Concerns

How do we protect data from misuse, loss and unauthorised access?

- Theodore Medical has met accreditation standards with respect to computer safeguards. All data is backed up offsite daily and can be restored to servers. All care has been taken to ensure data cannot be lost.
- Antivirus and firewall software is in place to prevent corruption and hackers.
- Patients not accessing the Practice after two years will have their files deemed as inactive. Upon presentation, information is reinstated to active state. Computer records are kept indefinitely.
- Theodore Medical takes complaints and concerns about the privacy of patients' personal information seriously. Patients should express any privacy concerns in writing to Practice Manager. The Practice will begin resolution in a timely manner.

Data Breach

What happens if there is a data breach?

Please inform Theodore Medical (Natalie Dunk Andrews or Anne Chater) if you believe there has been a breach in your health or personal data. Theodore Medical has a data breach response plan which:

- Contains the breach and does a preliminary assessment
- Evaluates the risks associated with the breach
- Notifies individuals and if necessary the Office of the Australian Information Commissioner
- Prevents future breaches

If after discussions with Theodore Medical, you feel the breach has not been rectified, the Officer of the Australian Information Commissioner may be contacted.

Office of the Australian Information Commissioner

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Fax: +61 2 9284 9666

Post: GPO Box 5218, Sydney NSW 2001

4	Theodore Medical is happy to discuss your health information with you
<input type="checkbox"/>	I agree to make an appointment with reception to view, inspect and discuss contents of my health information with my doctor. This consultation will be bulk billed.

Signature of Applicant	Date

Note: Privacy requirements allow the doctor in certain circumstances to restrict the release of medical records.

Charging policy: A fee of \$33.00 will be charged for the copying, collation and staff time in preparing the documents. This fee may be waived at the discretion of the general practitioner.

Office Use Only	
<input type="checkbox"/>	Date request received:
<input type="checkbox"/>	Acknowledgement date:
<input type="checkbox"/>	Identification verified known to staff. Licence, passport or other:
<input type="checkbox"/>	Appointment made with doctor? <input type="checkbox"/> Yes <input type="checkbox"/> No Date: Time:
<input type="checkbox"/>	Patient to collect. Expected date:
<input type="checkbox"/>	Doctor advised prior to release
<input type="checkbox"/>	Noted in patient record
<input type="checkbox"/>	Record checked & ready for patient
<input type="checkbox"/>	Data removed or deleted <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	Method of access: <input type="checkbox"/> View/View <input type="checkbox"/> Dr/Copy <input type="checkbox"/> Collect/Copy <input type="checkbox"/> Send
<input type="checkbox"/>	Fee Charged? <input type="checkbox"/> Yes <input type="checkbox"/> No Amount: \$ (excluding GST)
<input type="checkbox"/>	Access process complete (record viewed/sent) Date:



Dr Alan Bruce Chater
M.B. B.S. (Hons) Qld, FACRRM,
FRACGP, DRANZCOG, FACENM

ACN 010187407
Theodore
Rural General Practice

Theodore Medical Centre

Theodore Medical Centre Management of Your Health Information

- This medical practice collects information from you for the primary purpose of providing quality health care. Your doctor in the course of a consultation will also take a medical history which may include personal details (including Date Of Birth, Next Of Kin, emergency contacts, marital status, cultural identity, and social history) so that he/she may properly assess, diagnose, treat and be proactive in your health care needs.

Information may be used in the following ways:

- Medical care purposes including routine care, patient recalls and reminders, telehealth, prescriptions and E-Health (My Health Record) See www.oaic.gov.au/privacy-law/other-legislation/my-health-records
- Billing purposes, including compliance with Medicare and Health Insurance Commission requirements.
- Disclosure to others involved in your health care, including treating doctors, Immunisation and Pap Smear registers, hospitals and specialists outside the medical practice, electronic transfer of prescriptions and My Health Record. This may occur through referral to other doctors or for medical tests and in the reports or results returned to the medical centre.
- By law, doctors are sometimes required to disclose information for public interest reasons, eg mandatory reporting of some communicable diseases, child safety issues.
- Disclosure to other doctors in the practice, locums, registrars and students attached to the practice for the purpose of patient care and teaching.
- Disclosure for Practice Accreditation, which is used to improve individual and community health care and practice management.
- Disclosure to a Medical Defence Organisation if a medico legal issue arises.
- Disclosure of deidentified data for research, teaching and audit

If your information is to be used for any other purpose other than set above, further consent will be obtained.

You are not obliged to provide information requested of you but failure to do so may compromise the quality of the health care and treatment received.

You may access information collected about you except in some circumstances where access might be legitimately withheld. You will be given an explanation in these circumstances should this arise.

If you do not want your records accessed for any of these purposes, please note this below, hand the completed sheet to the reception staff and we will annotate your computer chart accordingly.

I DO NOT wish my medical information used for the specific reason circled above. (please circle prohibited use)

Name

Date of Birth/...../.....

Signature