

need to remove any information that will affect the privacy of other individuals.

Your GP is able to provide a full explanation of the health summary or medical record you are provided access to.

Depending on what is involved, you may be asked to contribute to the cost of providing the information.

What is a Patient Health Record?

A Patient Health Record is a detailed, confidential document compiled by a health professional over a period of time on a particular person.

Its primary purpose is to:

- identify a person accurately
- record symptoms and signs
- support diagnosis
- justify management decisions

How can you deal 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 we are required, or authorised by law to only deal with identified individuals.

Privacy Concerns and Complaints

The Practice takes complaints and concerns about the privacy of patient's personal information seriously. Patients should express any privacy concerns in writing to the Practice Manager, Bedford Medical Clinic. The Practice Manager will then attempt to resolve it in accordance with our obligations under the Act and within a reasonable time frame.

If you feel your concern about the privacy of your personal information has not been addressed you could also contact:

- **Federal Privacy Commissioner**
Office of the Australian Information Commissioner (OAIC)
Privacy Hotline 1300 363 922
www.oaic.gov.au
- **Health and Community Services Complaints Commissioner (HCSCC)**
(08) 7117 9313
www.hcsc.sa.gov.au

Further Information

This Privacy Policy is designed to show Bedford Medical Clinic aims to comply with the Privacy Act and the Australian Privacy Principles. Persons who would like to know more about the Privacy Act or Australian Privacy Principles should contact:

- **Federal Privacy Commissioner**
Office of the Australian Information Commissioner (OAIC)
Privacy Hotline 1300 363 922
Email: enquiries@oaic.gov.au
Write: GPO BOX 5288, Sydney NSW 2001
www.oaic.gov.au



INCORPORATING BEDFORD DAY SURGERY
AND MOLECHECKS AUSTRALIA

PRIVACY POLICY

Purpose

The purpose of this policy is to ensure patients who receive care from Bedford Medical Clinic (BMC), Molechecks Australia and Bedford Day Surgery are comfortable in entrusting their personal information to our Practice. Amendments to the Privacy Act came into effect in December 2001. As a provider of healthcare services, it is important that you are aware of how any personal information collected by BMC is used and the circumstances in which it may be disclosed to third parties.

Practice Procedure

Bedford Medical Clinic will:

- Provide a copy of this policy to a patient upon request.
- Ensure Staff comply with the Australian Privacy Principles (APP) and deal appropriately with inquiries or concerns.
- Take such steps as are reasonable in the circumstances to implement practices, procedures and systems to ensure compliance with the APPs and deal with inquiries or complaints.
- Collect personal information for the main purpose of managing a patient's healthcare and for billing and receiving payments for services rendered.

Changes to the Privacy Statement

From time to time it may be necessary for BMC to review and revise its Privacy Policy (Review March 2026). BMC reserves the right to change its Privacy Policy at any time, and it may notify patients about changes to its Privacy

Policy by posting an updated version of the policy document on its website.

Why and when your consent is necessary

The personal information collected is that deemed necessary to best attend to and treat the presenting health conditions. Personal information is primarily used internally within the practice, but is sometimes used, held and shared to ensure quality and continuity of your health care and therefore must be partially or fully disclosed to others outside the organisation, depending on the circumstances (e.g. when referring to a specialist medical practitioner; or requesting blood tests, urine tests, x-rays; for practice audits and accreditation; or when itemising accounts for Medicare). We will obtain informed patient consent for real-time audio/visual recording, duplication and storage of a consultation, including those via telehealth and those conducted remotely.

To facilitate continuation of thorough, efficient medical care, Bedford Medical Clinic, Molechecks Australia and Bedford Day Surgery access and store all patient medical records in one shared medical records system.

What personal information do we collect?

The information collected about you includes:

- names, date of birth, addresses, contact details, government statistic 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

Personal information will only be used for the purpose of providing medical services and for managing the billing and receipting processes associated with the cost of the patient's healthcare unless otherwise consented to.

How is your personal information stored and protected?

Your personal information may be stored at our practice in various forms including:

- as electronic records

- as paper records
- as visual records – for example x-rays, CT scans, videos and photos

The practice stores all personal information in a secured environment. Computer access is password protected. Confidentiality agreements for all doctors and staff are also in place.

How is your personal information collected?

Personal information is collected:

- When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
- During the course of providing medical services further personal information may be collected and stored on our medical software – Zedmed Clinical. Information may also be collected through Electronic Transfer of Prescriptions (eTP), MyHealth Record e.g. via Shared Health Summary.
- When you visit one of our websites, send us an email, send an SMS, telephone us or make an online appointment we may collect your personal information.
- Other sources may also be used to collect personal information in some circumstances. Often this is because 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 Veteran's Affairs (as necessary).

By using the practice software, Zedmed, there is the ability to extract or include relevant medical information necessary i.e. referral letters, patient summaries etc.

To whom might your personal information be shared with?

Your personal information may be shared:

- With third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers – these third parties

are required to comply with Australian Privacy Principles and this Privacy 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 Electronic Transfer of Prescriptions (eTP), MyHealth Record/PCEHR system (e.g. via Shared Health Summary, Event Summary).

Only people that need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, the practice will not share personal information with any third party without your consent.

Personal information will not be shared with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Our practice 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 our practice in writing.

How can you access and correct your personal information at our practice?

You may ask your GP about any aspect of your healthcare, including information contained in your record. You can request access to your medical record and any other information the practice records about you.

If you request access to your medical record, your GP will need to consider if there may be a risk of physical or mental harm to you or any other person that may result from disclosure of your health information. Your GP may