

## How do we store and protect your personal information?

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.

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

Bedford Medical Clinic stores information, eg as paper records, as electronic records, as visual (x-rays, CT scans, videos and photos).

Our practice stores all personal information securely.

We store and protect personal information, eg electronic format and in hard copy format in a secured environment. Computer access is password protected.

Confidentiality agreements for all doctors and staff are also in place.

## 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 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

## 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 we are required or authorised by law to only deal with identified individuals.

## Privacy Concerns and Complaints

Our 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](http://www.oaic.gov.au)
- **Health and Community Services Complaints Commissioner (HCSCC)**  
(08) 8226 8666  
[www.hcsc.sa.gov.au](http://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](mailto:enquiries@oaic.gov.au)  
Write: GPO BOX 5218, Sydney NSW 2001  
[www.oaic.gov.au](http://www.oaic.gov.au)



# PRIVACY POLICY

## Purpose

The purpose of this policy is to ensure patients who receive care from Bedford Medical Clinic 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 our practice is used.

This policy document provides information to patients as to how their personal information (which includes their health information) is collected and used within Bedford Medical Clinic and the circumstances in which we may disclose it 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 Privacy Statement

From time to time it may be necessary for Bedford Medical Clinic to review and revise its Privacy Policy. Bedford Medical Clinic 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 our 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).

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 we will collect 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

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Confidentiality agreements for all doctors and staff are also in place.

## How do we collect your personal information?

Our practice will collect your personal information:

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, we may collect further personal information, which will be 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.
3. 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.
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:
  - 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)

A patient's personal information may be held at Bedford Medical Clinic in various forms including:

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

By using our Practice Software, Zedmed, we have the ability to extract or include relevant medical information necessary ie referral letters, patient summaries etc

## Who do we share your personal information with?

We sometimes share your personal information:

- 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 APPs and this policy
- with other healthcare providers
- when it is required or authorised by law (eg 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 (eg some diseases require mandatory notification)
- during the course of providing medical services, through Electronic Transfer of Prescriptions (eTP), MyHealth Record/PCEHR system (eg 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, our practice will not share personal information with any third party without your consent.

We will not share your personal information 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.

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