

**Advance Medical Practice Windsor  
Privacy and Confidentiality Policy**

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**Privacy & Confidentiality Policy**

**Policy Purpose**The purpose of this policy is to outline how privacy and confidentiality is maintained within Advance Medical Practice Windsor.  
This policy is to provide you, our patients, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties. Privacy and Confidentiality is also included in our Code of Conduct.  
  
**Policy Scope**   
This policy applies to all staff including clinical and non-clinical at Advance Medical Practice, as well as the local community which includes patient, visitors and other members that may communicate or be involved with the practice.

**Policy Review Statement**  
This policy is reviewed regularly to ensure it reflects the current processes and procedures of Advance Medical Practice and current legislation requirements.

This policy is specifically reviewed every six months; February and August.

**Patient Health Record**  
A Patient Health Record is defined as any relevant records made by a health care practitioner at the time of, or subsequent to, a consultation and/or examination or the application of health management. Medical records cover an array of documents that are generated as a result of patient care.

**My Health Record**  
A My Health Record is a secure online summary of an individual’s health information, and is available to all Australians. Healthcare providers authorised by their healthcare organisation can access My Health Record to view and add to their patient’s health information.

My Health Record does not replace existing health records. Rather, it supplements these with a high-value, shared source of patient information that can improve care planning and decision making.

Information available through My Health Record can include, but is not limited to:

• Patient Health Summary  
• Medication prescribing and dispensing history   
• Pathology Reports   
• Diagnostic imaging reports  
• Discharge Summaries

**Consent**  
When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff that needs to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

In the instance we receive a request from a third party; such as Insurance/Legal company, another medical centre, local hospital, your consent is required for us to send them the requesting information.  
In a medical emergency or an instance where you are unable to provide consent and there is no one else present to do so on your behalf, we are required by law to overwrite and make the decision based on the situation.

We require written consent from a third party to release medical information. This will be saved to your patient file within our system for record keeping and legality reasons.

Patient consent will be obtained when real-time audio/visual recording, duplication and storage of a consultation, including those via telehealth and those conducted remotely.

**Collection, use, holding and sharing of personal information**  
Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg staff training).

**Collection of personal information**  
Upon opening a file with Advance Medical Practice Windsor, you will be required to provide us with personal information.

This information is used to identify and verify you via Medicare and as an individual.

Personal information we collect:

* Full name
* Date of birth
* Residential address and postal address (if different to residential)
* NOK/Emergency contact details
* Medicare number, IRN and expiry
* Concession card details (Healthcare Card, Pension Card, Commonwealth Seniors Card)
* Social history (Smoking, alcohol use etc)
* Family history
* Consent for My Health Record

***How is your personal information collected?***

* New patient form upon registering at the practice
* During the period we are providing services or care
* Through HotDoc (our online booking system)
* From a guardian who has legal documents stating they are your responsible person

**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 authorized by law to only deal with identified individuals.

This does limit the care we can provide as your details are required for some services to be provided.

**Sharing of personal information**  
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 (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 (eg; some diseases require mandatory notification)   
• During the course of providing medical services, through ETP, My Health Record (eg; via Shared Health Summary, Event Summary)

Only people who 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 is 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.

**Storing of personal information**  
Your personal information may be stored at our practice in various forms. Advance Medical Practice stores patient information electronically.

Our practice stores all personal information securely.

**Gaining access to your medical information**You have the right to request your medical information to you as an individual or to be sent to another healthcare facility.  
When doing this, we do require written consent from yourself. If you are transferring your records from us to another healthcare facility, we require them to send us a form with your signature for us to complete the transfer process.

Our ‘Medical Record Policy’ states the process and procedure when requesting your medical record.  
This can be viewed on our website or a paper copy can be collected from Reception.

**Updating medical/personal information**From time to time, your medical/personal information may change. If you have changed your details, you can come in and update them with Reception. You can also make requests via writing an email and sending it to – [windsor@theamp.com.au](mailto:windsor@theamp.com.au)

When attending the practice, Reception will also confirm your details with you to ensure we have the most up to date information.

**Lodging a privacy related complaint**We take complaints and concerns regarding privacy seriously.   
You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure.

Please contact: Practice Manager: Kimberley Edwards on 02 4577 2677 or alternatively, you may send your complaint via email: [practicemanager@theamp.com.au](mailto:practicemanager@theamp.com.au)

Confidentiality will maintained throughout the process of dealing and managing your complaint.  
You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate.

For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.

You can find further information about complaints by viewing our ‘Complaints Policy’ on our website or request a paper copy from Reception.

**Document Automation Technologies**Document Automation is the process of creating automated templates, drafts and legal documents.  
These documents could be; but are not limited to: referral letters, medical certificates, prescriptions and consent forms.

Once the templates are created, those who use them via our software (staff of Advance Medical Practice Windsor) answer questionnaires, enabling the software to auto generate information.

Advance Medical Practice uses Document Automation Technologies to generate our patient documents. This includes: referral letters, medical certificates, prescriptions, consent forms, health assessments, centrelink forms, care plans, etc.

Through our Best Practice Software, all staff members including Doctors, Nurses and Administration, can access our Templates folder to auto-generate patient documents. For each template, there are questions or tick boxes to be completed, to generate relevant medical information to be entered on the chosen form.

The Staff Members are able to adjust these documents to each patient’s personal requirements.

**Disciplinary Action for breach**Our practice may have to take disciplinary action against employees who repeatedly or intentionally fail to follow our Privacy & Confidentiality Policy as it breaches our Code of Conduct.

Disciplinary actions will vary depending on the violation. Our practice will counsel or discipline employees that fail to meet acceptable codes of conduct.

Possible consequences include but are not limited to: Demotion, Reprimand, Suspension or Termination for more serious offenses, and Detraction of benefits for a definite or indefinite time.   
  
We may take legal action in cases of corruption, theft, embezzlement or other unlawful behaviour.