



Patient Privacy Policy

Moana Medical Centre privacy policy

Introduction

This privacy policy is to provide information to you, our patient, 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.

Who can I contact about this policy?

For enquiries concerning this policy, you can contact our Practice Manager by telephoning 8327 1570, or in person at the clinic.

Why and when is your consent necessary?

When you register as a patient of this practice, you provide consent for the GPs and practice staff to access and use your personal information to facilitate the delivery of healthcare. Access to your personal information is restricted to practice team members who require it for your care. If we ever use your personal information for purposes other than outlined in this document, we will obtain additional consent from you.

It is important to us that as our patient, you understand why we collect and use your personal information.

By acknowledging this Privacy Policy you consent to us collecting, holding, using, retaining and disclosing your personal information in the manners described below.

Why do we collect, use, hold and share your personal information?

The practice collects, uses, stores, and shares your personal information primarily to manage your health safely and effectively. This includes providing healthcare services, managing medical records, and ensuring accurate billing and payments. Additionally, we may utilise your information for internal quality and safety improvement processes such as practice audits, accreditation purposes, and staff training to maintain high-quality service standards.

What personal information do we collect?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details, birth sex, gender identity, ethnicity and country of birth, etc.
- 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.

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.

How do we collect your personal information?

Our practice may collect your personal information in several different ways.

When you make your first appointment our practice staff will collect your personal and demographic information via your registration.

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

During the course of providing medical services, we may collect further personal information. Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, eg via Shared Health Summary, Event Summary.

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 Veterans' Affairs (as necessary).
- **Photos and medical images:** These can be taken using personal devices for medical purposes, following the guidelines outlined in our guide on using personal devices for medical images.

When, why and with whom do we share your 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 (e.g. in referral letters)
- 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 prescribing, My Health Record (e.g. 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 do not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Will your information be used for marketing purposes?

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 is your information used to improve services?

Our practice may use your personal information to improve the quality of the services offered to patients through research and analysis of our patient data for quality improvement and for training activities with the practice team.

We may provide de-identified data to other organisations to improve population health outcomes. If we provide this information to other organisations patients cannot be identified from the information we share, the information is secure and is stored within Australia. You can let reception staff know if you do not want your de-identified information included.

At times, general practices are approached by research teams to recruit eligible patients into specific studies which require access to identifiable information. You may be approached by a member of our practice team to participate in research. Researchers will not approach you directly without your express consent having been provided to the practice. If you provide consent, you would then receive specific information on the research project and how your personal health information will be used, at which point you can decide to participate or not participate in the research project.

How are document automation technologies used?

Document automation is where systems use existing data to generate electronic documents relating to medical conditions and healthcare.

The practice uses document automation technologies to create documents such as referrals, which are sent to other healthcare providers. These documents contain only your relevant medical information.

These document automation technologies are used through secure medical software, Best Practice.

All users of the medical software have their own unique user credentials and passwords and can only access information that is relevant to their role in the practice team.

The practice complies with the Australian privacy legislation and APPs to protect your information.

All data, both electronic and paper are stored and managed in accordance with the Royal Australian College of General Practitioners [Privacy and managing health information guidance](#).

How are Artificial Intelligence (AI) Scribes used?

The practice uses an AI scribe tool to support GPs take notes during their consultations with you. The AI scribe uses an audio recording of your consultation to generate a clinical note for your health record.

The practice AI scribe services used are Lyrebird and Heidi.

They:

- do not share information outside of Australia
- destroy the audio file once the transcription is complete.
- remove sensitive, personal identifying information as part of the transcription
- transcriptions are only held for 48 hours and then deleted

The practice will only use data from our digital scribe service to provide healthcare to you. Your doctor will always seek your permission first prior to utilising the AI Scribe during consultations.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. The majority of your personal information is stored electronically.

Our practice stores all personal information securely. Personal information is kept securely in electronic format and is governed by the use of passwords unique to and only known to each authorised user. We may receive letters from specialists about you: these are scanned into your personal record and the paper copy is kept securely in a locked cabinet until we destroy it by shredding in a suitable time frame.

All staff are required to sign a confidentiality agreement upon commencement of employment. Severe penalties apply to staff who breach confidentiality and privacy.

Personal information is not available to, nor left in places that are accessible to the general public.

Your GP may use an AI scribing programme to assist with automating parts of the clinical documentation process during your consultation. Your consent will be sought by the GP at each consultation prior to activating the AI scribing programme.

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

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

Our practice acknowledges patients may request access to their medical records. We encourage you to make an appointment with your doctor to discuss. Alternatively, you can put your request in writing which should be addressed to either your doctor or our Practice Manager. Our practice will endeavor to respond within a reasonable time e.g. no more than 30 days from receipt of request.

There may be a fee for providing you with a copy of, or excerpts of, your record, and this will depend upon the time taken by your doctor to review your record, and any administration time taken to comply with your request.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to either the Practice Manager or directly to your doctor. For general demographic information, e.g. change of address, telephone number, you may request changes to be made of reception staff.

How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

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.

Moana Medical Centre has developed a "Patient Feedback Form" which you may wish to use to address your concerns to the practice. This is available at reception. Alternatively, you can download a copy from our website: www.moanamedicalcentre.com.au. You can mail this to us: PO Box 91, SEAFORD SA 5169. Alternatively, you could leave the completed form at reception. You may wish to telephone the practice and speak to the Practice Manager directly: 8327 1570.

You can also write directly to the practice. Should you write to us or complete our form, we will acknowledge your communication within seven working days, either via letter or telephone call. We strive to address all concerns within 30 days of initial receipt of your written complaint.

If you do not feel we have resolved your issue you may also contact the Office of Australian Information Commissioner (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 or call the OAIC on 1300 363 992.

Alternatively, you may wish to take your concern to the Health and Community Services Complaints Commissioner of South Australia (HCSCC). For further information visit <https://www.hcsc.sa.gov.au/> or call the HCSCC on (08) 8226 8666 or 1800 232 007.

How is privacy on the website maintained?

Moana Medical Centre does not collect personal information via our website, nor do we encourage communication with patients digitally e.g. via social media or email. We do not consider these methods of communication to be secure.

Policy review statement

Our privacy policy is regularly reviewed to ensure compliance with current obligations.

If any changes are made:

- They will be reflected on the website.
- Significant changes may be communicated directly to patients via email or other means.

Please check the policy periodically for updates. If you have any questions, feel free to contact us.