



PGK Medical

We put the family back in family practice.

Our Privacy Policy

Introduction

The purpose of this document is to outline how PGK Medical complies with its confidentiality and privacy obligations. As an organisation, our priority is and always will be the health and wellbeing of our patients. We are committed to protecting the privacy of patient information and to handling your personal information in a responsible manner in accordance with the Privacy Act 1988 (Cth), the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Australian Privacy Principles and relevant State and Territory privacy legislation (referred to as privacy legislation).

Why and When your Consent is Necessary

COLLECTION

When you register as a patient at PGK Medical, you provide consent for our GPs, medical and non-medical staff to collect information that is necessary and relevant to provide you with medical care, treatment, and manage our medical practice.

Only staff who need 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. All staff are required to sign a confidentiality agreement.

This information may be stored on our computer medical records system, wherever practicable we will only collect information from you personally. However, we may also need to collect information from other sources such as treating specialists, radiologists, pathologists, hospitals, and other health care providers. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation and business processes (e.g., staff training). We collect information in various ways, such as over the phone, in writing, in person at PGK or over the internet if you transact with us online.

This privacy policy is to provide information to you as our patient, on how your personal information (Which includes your health summaries) are collected and used within our practice, and the circumstances in which we may share it with third parties with your consent.

What Personnel Information Do We Collect

The information we collect about you, will include:

- Your full name, date of birth, gender, addresses, contact details
- Medical information including medical history, medications, allergies, ethnicity, occupation, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- Healthcare identifiers
- Health fund details.
- Next of Kin/Emergency Contact

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 we do collect your personal information

PGK Medical 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 in writing.
- During the course of providing medical services, we may collect further personal information.
- 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.
- 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, pathology, and diagnostic imaging services.
 - Your Health Fund, Medicare, or the Department of Veterans' Affairs (as necessary).

While providing medical services, further personal information may be collected via:

- Electronic prescribing
- My Health Record
- Online appointments.

CCTV footage: Collected from our premises for security and safety purpose

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
- 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
- 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 eTP, 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 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.

How is your information used to improve services

The practice may use your personal information to improve the quality of the services offered to patients through research, analysis of 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 password 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 do we Store and protect your personnel information

File hosting or cloud storage services

An Internet hosting service specifically designed to host user files. It allows users to upload files that could then be accessed over the internet from a different computer, tablet, smart phone or other networked device, by the same user or possibly by other users, after a password or other authentication is provided. Most products will include the necessary security certificate. We may hold your personal information in either electronic or hard copy form. We take reasonable steps, and implement reasonable safeguards, to protect your personal information that we hold from misuse, interference, and loss, as well as unauthorised access, modification, and disclosure. We ensure that we and the medical practitioners handle all patient information securely and in accordance with this Privacy Policy and professional duties of confidentiality. We and medical practitioners operating at PGK Medical are subject to a range of obligations relating to the periods for which health information and records must be retained.

We must generally retain health information about an individual until at least:

- an individual turns 25 – if we collected the information before the individual was 18; or
- otherwise, 7 years from the last occasion on which that health information was altered, or a health service was provided to that individual from a Centre.

Following such retention periods, if we no longer require personal information for a purpose permitted by Australian law, we will take reasonable steps to securely destroy or de-identify such personal information

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 require you to put this request in writing. PGK Medical will ask you to sign a consent form allowing us to transfer any medical records. Once the consent form is received by the practice, we will endeavour to transfer your records within a month. We will advise the patient if there is a cost involved for transferring the records. 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 reception at info@pgkmedical.com.au or inform reception staff when you come for your next appointment.

How can you lodge a privacy- related complaint, and how will the complaint be handled at the 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. All complaints can be sent via email to info@pgkmedical.com.au or in writing to PGK Medical, 3/88 Stonecutters Drive Colebee NSW 2761 You can also contact the Practice Manager, Samreen Hameed on (02) 8610 5770. We will endeavour to answer your query as soon as possible. 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 or call the OAIC on 1300 363

Privacy and Website

We may collect personal information from you when you use and access our websites (including any information contained in an online enquiry or a request for an appointment, device type and ID, IP address, pages you visited, time and date of visit and geo-location information). If you do not provide us with all the personal information we request, medical practitioners operating from our Centres may not be able to provide medical services to you. Your privacy is important to us, and we want you to feel comfortable visiting our website. Any personal information that patients have given to us, including email addresses, will be used only in the following ways:

- Personal data will be securely stored.
- We will not provide your personal data to any third party without your permission.
- We do not automatically collect your personal email address, when you visit our website. It is provided on the registration form or by the patient.
- If we join with a third party to provide services and you sign up for those services, we will share your name and other contact details, necessary with our partner to provide those services to you.
- We may share aggregate demographic information with our affiliates. This is not linked to any personal information that can identify you or any other visitor to our website.

Policy Review Statement

PGK Medical has the right to change the Privacy Policy at any time. If there are updates to PGK Medicals Privacy policy, we will address the changes promptly and update the revision date of this document.