



PRIVACY ACT 1988

The Privacy Act 1988 requires medical practitioners to obtain consent from their patients to collect, use and disclose that patient's personal information. 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. A copy of Lockridge Medical Centre's Privacy Consent form is also available on the practice's website, www.lockridgegp.com.

Why and when your consent is necessary

When you register as a patient of our practice you provide consent for our doctors and practice staff to access and use your personal information so they can provide you with the best possible healthcare. 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.

Situations where consent is not required:

In emergency situations we may need to collect personal information from relatives or other sources, eg electronic health record, where we are unable to obtain your prior express consent.

By law health care providers are able to collect personal information prior to your consent when they reasonably believe that it is necessary to lessen or prevent a serious threat to your life, health or safety or the general public's health or safety.

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.

Why do we collect, use, hold and share your 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).

What personal information do we collect?

The information we will collect about you includes your:

- Names, date of birth, addresses, contact details (phone and email)
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors;
- Medicare number, DVA number and pension card numbers (where available) for identification and claiming purposes
- Healthcare identifiers;
- Private health fund details
- ethnicity and country of birth;
- next of kin details; and
- genetic information;

The information will normally be collected directly from you. There may be occasions when we will need to obtain information from other sources, for example:



- other medical practitioners, such as former GPs and specialists;
- other health care providers, such as physiotherapists, occupational therapists, psychologists, pharmacists, dentists, nurses;
- hospitals and Day Surgery Units; and
- My Health Record (eHealth record)

Practice staff and the medical practitioners may participate in the collection of this information which will be securely filed on your individual electronic patient file.

How do we collect your personal information?

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

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 can be collected through electronic transfer of prescriptions (eTP), My Health Record, shared Health Summary or Event Summary.
3. We may also collect your personal information when you visit our website, send us an email, telephone us make an online appointment or communicate with us using social media.
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:
 - a. Your guardian or responsible person
 - b. Other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
 - c. Your health fund, Medicare or the Department of Veterans' Affairs (as necessary).

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
- 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 child abuse and some diseases require mandatory notification)
- During the course of providing medical services through eTP (electronic prescriptions), My Health Record (eg shared health summary or event summary)
- Teaching of medical students and General Practitioner Registrars

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 consent, you may opt out of direct marketing at any time by notifying our practice in writing.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms, paper records, electronic records, visual records (x-rays, CT scans, photos, videos). Our practice stores all personal information securely by ensuring that electronic files are format protected in a secured environment and password protected, paper records are stored in a locked facility with password protection and confidentiality agreements are in place for all staff.

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 at any time that is convenient to both yourself and the practice.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing (letter or fax) and our practice will respond within a reasonable time, within 30 days and we may impose a charge for photocopying or for staff time involved in processing your request, up to \$34.00.

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 the Practice Manager, Lockridge Medical Centre, 64 Aussat Drive, Kiara, WA, 6054.

Access can be denied where:

- to provide access would create a serious threat to life, health or safety of individual or another person;
- a serious threat to public health or public safety;
- there is a legal impediment to access;
- the access would unreasonably impact on the privacy of another;
- your request is frivolous;
- the information relates to anticipated or actual legal proceedings and you would not be entitled to access the information in those proceedings; and
- in the interests of national security

Lockridge Medical Centre will advise in writing if access to your medical record is refused and the reasons for the refusal along with the mechanisms available to complain about the refusal.

Notifiable Data Breaches Scheme

From 22 February 2018, if a breach of personal information (data) occurs in our practice, we must notify the individuals involved and the Office of the Australian Information Commissioner (OAIC). This is known as the Notifiable Data Breaches Scheme. We must notify the individuals involved and the OAIC if:

- personal information is: lost; accessed by an unauthorised person or disclosed to an unauthorised person; and
- this is likely to result in serious harm to someone; and
- we can't take steps to prevent the risk of serious harm



Lockridge Medical Centre

Building a Healthier Community

Shop 3, 64 Aussat Drive Kiara WA 6054
Ph: (08) 6278 2555 • Fax: (08) 9377 3871
lockridgegp.com

Privacy and our website

To improve your experience on our website we may use 'cookies'. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of the practice's website.

Our website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of other websites.

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 addressed to the Directors, Lockridge Medical Centre, 64 Aussat Drive, Kiara, WA, 6054. We will then attempt to resolve the complaint in accordance with our resolution procedure.

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 363 992.

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. The practice will notify patients when the policy has been amended via the practice website.