



Point Clare Medical Practice

Privacy Policy

Point Clare Medical Practice

Effective Date: 11 August 2022

Reviewed: 21 August 2025

Next Review Due: 1 August 2026

Approved by: Ms Michelle Smith/Dr Therese Cox

1. Introduction

This Privacy Policy is intended to provide information to you, our patient, on how your personal information (including your health information) is collected, used, stored, and disclosed by Point Clare Medical Practice. It also outlines the circumstances in which we may share this information with third parties and your rights in relation to that information.

We are committed to protecting your privacy in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**, as well as other relevant legislation including the **Health Records and Information Privacy Act 2002 (NSW)**.

2. Consent

When you register as a patient of our practice, you provide implied consent for our general practitioners, nurses, and administrative staff to access and use your personal information in order to provide you with the highest standard of medical care. Only those team members who are directly involved in your care or in the administrative operation of the practice will have access to your information.

We will obtain additional consent if we need to use your information for a purpose not directly related to your clinical care. If you wish to nominate someone (e.g. a family member or carer) to collect documentation such as prescriptions or referrals on your behalf, we require your prior written or verbal consent.

3. Why Do We Collect, Use, Hold and Share Your Personal Information?

The primary reason we collect, use, hold and share your personal information is to provide you with safe and effective healthcare. Additional purposes include:

- Managing your healthcare and treatment plans
 - Communicating with other healthcare professionals involved in your care
 - Billing and processing Medicare or health fund claims
 - Conducting practice audits, quality assurance, and accreditation activities
 - Providing appointment reminders and practice updates
 - Supporting administrative functions, such as staff training and business improvement
-

4. What Personal Information Do We Collect?

The types of information we collect and hold may include:

- Your name, date of birth, gender, address, email, and contact numbers
- Medicare number, healthcare identifiers, DVA number (if applicable)
- Health fund membership details

- Medical history, allergies, medications, immunisation status
 - Test results, referrals, diagnostic imaging and pathology reports
 - Social and family history, lifestyle factors, and other clinical risk factors
-

5. Dealing with Us Anonymously

You have the right to deal with us anonymously or using a pseudonym where lawful and practicable. However, in most circumstances, we will require identification to provide healthcare services or comply with legal obligations.

6. How Do We Collect Your Personal Information?

We may collect personal information through the following methods:

- At the time of your initial registration via forms (paper or online)
- During consultations, treatment, and communication with clinical staff
- Through Medicare, DVA, and health fund interactions
- Via My Health Record, Shared Health Summary, Event Summary
- From other healthcare providers (e.g. specialists, hospitals, pathology/radiology)
- Through electronic prescriptions (eTP) and the Australian Immunisation Register (AIR)
- From correspondence (phone, email, SMS, website contact forms, and social media)

In some instances, we may collect information from third parties such as:

- Your authorised representative (e.g. guardian, carer)
 - Other healthcare providers and government agencies (e.g. Medicare, DVA)
-

7. When, Why and With Whom Do We Share Your Personal Information?

Your personal information may be shared:

- With healthcare providers involved in your ongoing care (e.g. specialists, allied health)
- With third-party service providers supporting practice operations (e.g. HotDoc, IT support, accreditation agencies)
- With government agencies when legally required (e.g. disease notification, court orders)
- When necessary to prevent a serious threat to life, health or safety
- For legal proceedings or confidential dispute resolution
- When authorised or required under other Australian laws

We will not share your personal information with any party outside Australia unless:

- It is required by law, or
- You provide explicit written consent

We will never use your information for marketing purposes without your express consent.

You may opt out of such communications at any time by notifying us in writing.

8. How Do We Store and Protect Your Personal Information?

We store personal information in:

- Electronic medical records (secured by encrypted, password-protected systems)
- Paper records (scanned and stored electronically in the medical record with originals disposed of by secure document destruction)
- Visual records (e.g. X-rays, CT scans, images)

Security measures include:

- Role-based access control (staff access is limited to their job function)
 - Daily encrypted system backups
 - Antivirus protection and secure data hosting
 - Confidentiality agreements for all staff and contractors
-

9. Accessing and Correcting Your Personal Information

You may request access to your personal information at any time.
Requests should be made in writing to the Practice Manager or reception team.
We will respond within **30 days** of receiving your request.
There may be a small administrative fee for processing printed copies.
We take reasonable steps to ensure your personal information is accurate, up-to-date and complete.
You will be asked periodically to verify the accuracy of your information.

10. Privacy Complaints and Feedback

If you believe your privacy has been breached or have a concern about the handling of your information, we encourage you to contact us directly.

Contact Details:

Practice Manager
Point Clare Medical Practice
63 Brisbane Water Drive, Point Clare NSW 2250
Email: pcmp@pcmp.com.au
Phone: (02) 4324 5655

We will acknowledge your complaint within **7 days** and aim to provide a response within **30 days**. If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

OAIC Contact: 1300 363 992
www.oaic.gov.au

11. Use of Our Website

Our website and online booking systems (e.g. HotDoc) may collect personal information if you use them to book appointments, submit forms, or send queries. These platforms comply with Australian privacy regulations and use secure encryption protocols.

12. Changes to This Privacy Policy

This policy is reviewed regularly and may be updated in response to changes in legislation or practice operations. We will notify patients of material updates through signage at the clinic and on our website.

We will always use your information solely for the purposes outlined in this policy or as otherwise authorised by law. Any new purpose for information use will require your prior consent.

13. Contact for Privacy Queries

If you have any questions about this policy or how we handle your personal information, please contact:

Practice Manager
pcmp@pcmp.com.au
(02) 4324 5655