



Maya Medical Centre Privacy Policy

Review date: January 2024

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.

Why and when your consent is necessary

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 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.

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 (e.g., staff training).

What personal information do we collect?

The information we will collect about you includes (but is not limited to):

Names, date of birth, addresses, contact details, medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors, Medicare number (where applicable) for identification and claiming purposes healthcare identifiers.

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?

When you make your first appointment at our practice staff will collect your personal and demographic information via your registration. 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, telephone us, make an appointment online or communicate with us using social media.

In some circumstances, personal information may also be collected for other sources. Often this is because it is not practical or reasonable to collect 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 Veteran's Affairs (as necessary).

Who do we share your personal information with?

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 (e.g., some diseases require mandatory notification)

during the course of providing medical services, through Electronic Transfer of Prescriptions (eTP), My Health Record/PCEHR system (e.g., via Shared Health Summary, Event Summary).



When sending information to another provider for the purpose of continuing patient care (e.g., referrals), Maya Medical Centre uses document automated technology to create templates that automatically generate selected information – allowing the doctor to select specific results and information to send, ensuring only relevant information is shared.

Only people that 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 do we store and protect your personal information?

All information collected about you, including any correspondence, personal information and doctor's notes will be stored into your patient file/health record. This allows the team at Maya Medical Centre to easily access your clinical information to assist in the assessment of your condition and helps provide continuity of care.

Our practice stores all information securely e.g., electronic format, in protected information systems or in hard copy format in a secured environment. Maya Medical Centre has the use of passwords, secure cabinets and confidentiality agreements for staff and contractors.

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 patient may request access to their medical records. We require you to put this request in writing and our practice will respond within a reasonable time, 30 days at the most. Before providing you with your medical records we charge a standard fee of \$25.00, once this is paid, we will then forward them on.

Our practice will take responsible 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 your personal information held by our practice is correct and up to date. You may also request that we correct or update your information.

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.

You can do so by the following;
EMAIL: reception@mayamedical.com.au
POST: 11/53 Torquay Road, Pialba 4655
PHONE: (07) 4315 6939

Someone will be in contact with you within 1 week to follow up with the 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 or call the OAIC on 1300 336 002.

Policy Review Statement

Our privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. The next review is due in January 2024.