



ALLEGIANCE MEDICAL PRIVACY POLICY.

Introduction

This privacy policy is to provide information to you, our patient on how your personal and Health information is collected and used within our practice, and the circumstances in which we may share it with third parties.

Privacy Statement.

We respect your rights to privacy and take our privacy obligations very seriously. We comply with the Australian Privacy Principles, found under the Privacy Act (1988).

Consent.

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.

Allegiance Medical collects information from you for the primary purpose of providing you the best possible healthcare and medical services. We require you to provide us with your personal information, including your health information. We will use the information you provide in the following ways.

- For administrative purposes. This is to appropriately manage our practice, including but not limited to conducting audits and undertaking accreditation processes, managing bills and training staff.
- Clinical information will be captured to facilitate the best possible treatment.
- To effectively communicate with Third parties, including but not limited to Medicare Australia, private health insurers, government departments and other practitioners involved in your healthcare, pathology and radiology companies and Allied Health Professionals.
- Our clinic participates in population health planning, policy development, program management, disease burden analysis and current health trends. We do this by submitting de-identified health data to our Primary Health Network and the Government. This data is never on sold to third parties and is used for the above mentioned purposes only. If you do not wish your de-identified data to be included, please advise reception.
- Assisting with training and education of other health professionals. We will inform you when such activities are being conducted for teaching purposes and your involvement will only take place with your permission.
- Use within practice staff/other doctors for your ongoing treatment.
- In the case of an insurance or compensation claim, it may be necessary to disclose and/or collect information that concerns your return to work to an insurer, lawyer and/or employer.
- For follow upcalls/reminders which may be sent to you regarding your healthcare and management.
- Disclosure legally required by law, such as a notifiable disease.

- Where you are unable to act on your own behalf due to a health condition, we may need to discuss your health information with relatives or emergency contacts so you are provided with appropriate care.

What personal information do we collect?

The information we collect about you includes your:

- 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 available) for identification and claiming purposes.
- Healthcare identifiers.
- Health fund details.

How do we collect your personal information?

Our practice collects your personal information in the following ways.

- When you make your first appointment, we ask you to complete our registration form.
- During the course of providing medical services, we may collect personal information including through government health infrastructure such as electronic transfer of Prescriptions and My Health Record.
- 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.
- There may be circumstances we may collect information from other sources. 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.
- Medicare, Department of Veterans Affairs, Private Health Funds.

How do we store and Protect your personal information?

Your personal information may be stored in various forms, primarily electronic records. Some historical paper records are kept to assist in your care and to comply with the Health Records Act.

Our practice stores all personal information securely. Electronic format records are held in protected information systems and hard copy format in a secured environment.

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 and our practice will respond within a reasonable time, generally within 30 days. We will only charge fees where the cost to providing your record to you is substantial, and only charge an amount necessary to cover our cost. If there is a cost involved, you will be advised of an estimate before we proceed which you may choose to accept or reject.

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 staff, who will advise senior management.

How you can 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 attempt to resolve it in accordance with our resolution procedure. Complaints may be addressed to 'The Practice Manager, 1/367A Centre road, Bentleigh, 3204. Our contact number is (03) 8525 1480.

Policy review statement.

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur from time to time. Any changes will be reflected in the privacy policy on our website that is accessible by patients. Should significant changes be made, patients will be advised in writing.