privacy policy
This document is the privacy policy for Health Services at Modbury. This policy tells you how we collect and manage your information, as we have a legal obligation under the Privacy Act 1988(known as Privacy principles), to tell you how we collect, use and secure information

What is personal information?
"Personal information" is information used to identify you, including your name, address, date of birth, telephone number, email address and profession or occupation**.**
What is Patient health information?
A subset of a patient's personal information that is collected in connection with the provision of a health service. It includes information or opinions about the health or disability of an individual, and a patient's wishes about future healthcare and health services.
Patient health record

Information, held about a patient, in paper form or electronic form, which may include**:**
contact and demographic information
medical history
notes on treatment
observations
correspondence
investigations
test results photographs
prescription records
medication charts
insurance information
legal information and reports
work health and safety reports

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 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.
- The name of any health care provider or medical specialist to whom you are referred, copies of letters of referrals and reports back; and
- Information which we may give to other medical or allied health professionals working from our practice

How do we collect your personal information?

- Attendance at this practice or making a telephone call to book an appointment;
- Information passed on during your consultation;
- Filling out a patient information form.
- another service provider passes on information to us about you;
- health service providers referring you to medical practitioners or allied health professionals at our practices;
- health service providers to whom you are referred;
- your employer or prospective employer in the case of a work-related consultation or service; or
- Law enforcement agencies and government entities
- My Health/eHealth system

Why do we need to collect personal information?
To provide you with quality, ongoing health care, this practice will need to collect information about you AND so we are better able to run our business.

When would we disclose of your personal information?
Your information will be used in the normal course of managing your healthcare, including referrals to other specialists (including radiology and pathology). It may also be used to keep our records up to date, to advise of follow-up visits, reporting back to your employer and/or your employer's insurer. We may also need to disclose your information if we are complying with any laws or if contacted by a government authority, when meeting obligations of a medical defence organisation or insurer and in processing a complaint made by you. Your information will not be shared, sold, rented or disclosed other than as required under this Privacy Policy or as allowed under the Act. We ensure that all third-party service providers are subject to their own Privacy Policy in accordance with the Act.
Primary Health Sense
Doctors at this practice use Pen CS software to help provide you with the best medical care. This practice, like others around Australia, securely shares patient health information (that is not identifiable) with Primary Health Networks (PHN), to improve health services in this area. If you have any questions or wish to opt out,
please ask reception. pencs.com.au

Your access
You have a right to see or obtain a copy of the information we hold about you, and you can make this request in writing to us. We will give you access to the information, unless by law we cannot do so. If that happens, we will give you written reasons for not giving you access. We cannot give you access if in doing so we identify another person or we breach confidentiality. We will amend your information if we both agree it needs amendment, but you may need to pay us a fee to access and copy the information. We do not as a rule disclose your personal information overseas, but if we need to, we will ask you for your consent.

Complaints about a breach of privacy
It is important we meet your expectations about how we manage your information. If you think we have breached your privacy please contact our Practice Manager to investigate. The Practice Manager can also ask our General Manager and Principal Doctor to be involved. If you are still dissatisfied you can then contact the Office of the Australian Information Commissioner (OAIC) on the Privacy Hotline – 1300 363 992.

Complaints and feedback
Patients are invited to provide anonymous feedback to our clinic via a feedback box located at reception, via our website or email to admin@hsmod.com.au

Security

Your health care records are stored safely and securely by us taking reasonable steps to protect information and prevent unauthorised access. Information is securely destroyed when no longer needed. If we want to use your personal information for research, we will first obtain your consent. Our website https://hsmod.com.au/is linked to the internet and we cannot guarantee the information you supply will not be intercepted while being sent and information you transmit to us online is at your own risk. Neither you nor any of our staff including doctors, nurses, reception etc. may record a consultation or interaction either in person or via telehealth without the consent of all parties. It is illegal to record a private conversation without the express or implied consent of all parties.

Security and the use of AI

Health services at Modbury does not currently use AI within our consultations. If Ai is introduced to consulting formal consent will be documented with in the appointment and retained in the patient's clinical consult record

Our clinic we notify the use of Ai technologies via waiting room and consultation room visual posters and via our informative waiting room television.

Health Services at Modbury uses premium practice software best practice which has the ability to use automated functions when consulting e.g.; automatic importing of patient details for referrals. Documentation of consent for telehealth and/or audio-visual consultations

Links

Our websites https://hsmod.com.au/may contain links to other websites operated by third parties and we are not responsible for their privacy. They must inform you about their own
privacy policy.