



baywest
medical
centre™

Baywest Medical Centre Privacy & Information Collection Policy

This Practice is committed to and complies with the Australian Privacy Principles, the Privacy Act 1988, the Privacy Amendment Act 2012 and the relevant State and Territory privacy legislation. The APP provides a privacy protection framework that supports the rights and obligations of collecting, holding, using, accessing and correcting personal information. The APP complement the long-standing general practice obligation to manage personal information in a regulated, open and transparent manner.

All Baywest Medical staff comply with the APP and deal appropriately with inquiries or concerns. The Practice will take such steps as are reasonable in the circumstances to implement practices, procedures and systems to ensure compliance with the APP and deal with inquiries, complaints or requests.

We will collect personal information for the primary purpose of providing clinical services, managing a patient's healthcare and for financial claims and payments. This information will include patient's: Name; address; contact details; emergency contact details; Medicare number; healthcare identifiers; medical information including medical history; medications; allergies; adverse events; immunisations; social history; family history; risk factors. As well as collecting information from you personally, we may also need to collect relevant information from specialists, hospitals, radiologists, pathologists and other health care providers. A patient's personal information may be held at the practice in various forms such as paper records; electronic records; as visual – x-rays, CT scans, and photos.

Baywest Medical will only interpret and apply a patient's consent for the primary purpose for which it was provided. The Practice staff must seek additional consent from the patient if the personal information collected may be used for any other purpose. There are, however, circumstances where we may be permitted or required by law to disclose your personal information to third parties. For example, to Medicare, Police, insurers, solicitors, government regulatory bodies, tribunals, courts of law, or hospitals.

Baywest Medical is committed to your ongoing healthcare and so will contact you concerning recalls and reminders. In doing this we may contact you personally or via SMS notifications. If you do not want to be contacted by SMS, you have the option to opt out by notifying us on the SMS screen or personally contacting the Practice.

The Practice will take reasonable steps to correct personal information where it is satisfied it is not accurate or up to date. From time to time, the Practice will ask patients to verify the personal

information held by the Practice is correct and up to date. Patients may also request the Practice corrects or updates their information. Patients are also entitled to request access to their medical records. This may be requested in writing and staff are able to inform patients of the procedure for this. Staff are unable to release any documents directly to patients. The Right Information Act 2009 (Qld) (RTI Act) and Information Privacy Act 2009 (Qld) (IP Act) allow us to refuse access to healthcare information if providing the information or disclosure may cause a serious threat to yours or someone else's health or safety. We will always tell you why access is denied and the options you have to respond to our decision.

Baywest takes complaints and concerns about the privacy of patients' personal information seriously. Patients should express any privacy concerns in writing. The Practice will then attempt to resolve the issue in accordance with its complaint resolution procedure. If you are dissatisfied with our handling of a complaint or the outcome you may make an application to the Australian Information Commissioner or the Privacy Commissioner at <https://www.oic.qld.gov.au/>