



Wollahra Medical Centre Privacy Policy

Introduction

The purpose of this privacy policy is to outline how **Wollahra Medical Centre** complies with confidentiality and privacy obligations. This document also provides information to you, the patient, on how your personal information (including your health information) is collected and used within the practice, and the circumstances in which we may share it with third parties. A high level of trust and confidentiality is required to ensure the confidence of the patients we serve.

Who can I contact about this policy?

For enquiries concerning this policy, you can contact:

Practice Manager

Phone: 03 7050 9797

Email: info@wollahramedical.com.au

When and why is your consent necessary?

When you register as a patient of this practice, you provide consent for our GPs and practice staff to access and use your personal information to facilitate your healthcare. Access is restricted to staff who require it for your care.

If we ever use your personal information for purposes outside this policy, we will obtain additional consent.

By acknowledging this Privacy Policy, you consent to us collecting, holding, using, retaining, and disclosing your personal information as described below.

Why do we collect, use, store, and share your personal information?

The practice collects your personal information to provide healthcare services to you.

The 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.

Patients are assured that their privacy is protected when visiting the practice, that information collected and retained is correct and up to date, and that they can access their information for review.

What is a patient health record and what information is captured?

We collect personal and health-related information for the primary purpose of providing comprehensive, ongoing, holistic medical care to individuals and families in accordance with accepted, high-quality general medical practice.

The minimum personal and health details we require to provide safe medical care include:

- Full name (as held by Medicare)
- Date of birth
- Residential and postal address
- Contact phone numbers
- Medicare number (for identification and claiming)
- DVA, Health Care Card, or Pension Card number (if applicable)
- Details of allergies or adverse reactions
- Current medications or treatments
- Previous and current medical history (including relevant family medical history)
- Referring health service providers and copies of referral letters and reports

We may also collect:

- Aboriginal or Torres Strait Islander status
- Next of kin and emergency contact
- Lifestyle details (e.g. diet, exercise, smoking, alcohol use)
- Cultural background, languages spoken, and country of origin

Can you deal 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 is personal information collected?

We collect information when you:

- Register as a patient.
- Visit the website, email, SMS, or phone us.
- Make online appointments or communicate via social media.

We may also collect information from:

- Your guardian or responsible person.

- Other healthcare providers, hospitals, pathology, and imaging services.
- Medicare, health fund, or the Department of Veterans' Affairs.
- Digital health services such as My Health Record or electronic prescribing.

How do we inform you about our privacy policy?

We inform patients via:

- Brochures in the waiting area
- Patient Information Sheet
- New Patient Forms – *Consent to Share Information*
- Verbally, when appropriate
- Our practice website

Images collected:

- **CCTV footage:** For security; signs are displayed in the waiting areas, car park, and entrances (excluding consulting rooms).
- **Medical photos/images:** Taken only with consent, following RACGP and Australian Privacy Principles (APPs) guidelines.

Compliance statement:

We will always comply with privacy obligations when collecting personal information from third-party sources. This includes ensuring transparency with patients, obtaining necessary consents, maintaining data accuracy, securing the information, and using it only for specified purposes.

When, why, and with whom do we share your information?

We may share your information:

- With third parties who work with us for business purposes (e.g. accreditation agencies, IT providers)
- With other healthcare providers involved in your care
- When required or authorised by law (e.g. subpoenas, mandatory disease notification)
- When necessary to prevent or lessen a serious threat to health or safety
- To assist in locating a missing person

- For confidential dispute resolution processes
- During the course of providing medical services (e.g. My Health Record, ePrescribing)
- When there is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)

We will not share your information with anyone outside Australia without your consent unless permitted by law.

We do **not** use your personal information for direct marketing without your express consent, and you may opt out of such communications at any time.

How Informed Consent is Obtained in Real Time via Telehealth Consultation

Before a telehealth consultation begins, the practitioner will verify the patient's identity using at least three identifiers (name, address, and date of birth) and obtain verbal informed consent to proceed.

The patient is advised of the nature and purpose of the telehealth service, any potential risks or limitations, and their right to decline or request a face-to-face consultation. Consent must also be obtained for any third-party present during the session.

The practitioner must document in the patient's health record that:

- Verbal informed consent was obtained.
- The type of telehealth service used (telephone or video)
- Any clinical findings, diagnoses, investigations, procedures, or prescriptions.
- Any follow-up arrangements; and
- Any technical issues that may have affected the quality or safety of the consultation.
- We do not records audio / video consultation in the centre.

All telehealth consultations must meet the same standards of documentation, privacy, and confidentiality as in-person consultations.

Will your information be used for marketing?

We do not use personal information for marketing without your consent. You may opt out at any time by notifying the practice in writing.

How is your information used to improve services?

We may use de-identified information for:

- Quality improvement and training.

- Research to improve population health.

De-identified data: Information is altered to remove personal identifiers. Patients may opt out of sharing de-identified data by notifying reception.

How are document automation technologies used?

Our practice uses secure medical software that allows authorised users to generate documents such as referrals or medical certificates.

These systems automatically include only relevant, necessary patient information.

Access is controlled by unique login credentials for each staff member.

How are Artificial Intelligence (AI) Scribes used?

We use **Scribe AI** to support GP consultations:

- Uses audio recordings to generate clinical notes.
- Audio files are destroyed after transcription.
- Patient data is retained only for healthcare purposes.
- Information is not shared outside Australia.

Patients may opt out of AI scribe use at any time.

How is your personal information stored and protected?

Information may be stored as:

- Paper records in secure cabinets.
- Electronic records in password-protected systems.
- Visual records (X-rays, scans, photos).
- CCTV recordings (excluded from consulting rooms).

Staff and contractors sign confidentiality agreements, and access is strictly controlled.

How can you access and correct your personal information?

You may request access or correction by contacting:

Email: info@wollahramedical.com.au

Phone: 03 7050 9797

We respond within **14 business days**. Fees may apply for copying or administrative costs, but not for making the request itself. If your request is refused, you will be provided with a written explanation.

How can you lodge a privacy-related complaint?

Contact the practice:

Email: Info@wollahramedical.com.au

Phone: 03 7050 9797

Mail: 76 Wollahra Rise, Wyndham Vale, VIC 3024

If unresolved, you may contact the **Office of the Australian Information Commissioner (OAIC):**

Website: www.oaic.gov.au

Phone: 1300 363 992

How is privacy on the website maintained?

Information collected via our website, email, or social media is handled securely. Analytics and cookies may be used for website functionality and improvement.

Policy Review Statement

This Privacy Policy is reviewed annually and updated as required in line with changes to privacy legislation or practice operations, and whenever State or Federal privacy laws change.

Last reviewed: 05 May 2025

Next review due: 05 May 2026

Website: www.wollahramedical.com.au