

Patients Privacy Policy



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 at 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. We only collect personal and health information that is directly relevant to your clinical care, our administrative obligations, or your safety.

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 (eg staff training).

What personal information do we collect?

The information we will collect about you includes your:

- names, date of birth, addresses, ethnicity, contact details- phone, mobile email if you wish to provide , next of Kin contact, emergency contact
- 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.

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?

Our practice may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration. We register patients through our online booking , automed portal- caller id link on mobile, ipad. Such information goes into your record directly and remain confidential Or through a paper form where information is entered manually. If you are booking on phone, we will collect your 3 main identification details on phone to book as new patient.
2. During the course of providing medical services, we may collect further personal information.
3. We may also collect your personal information when you [visit our website](#), send us an email or SMS, telephone us, [make an online appointment](#) .
4. In some circumstances personal information may also be collected from other sources. Often 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, diagnostic imaging services, your health fund, Medicare or Department of Veterans affairs(as necessary).

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

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 , PHN – these third parties are required to comply with APPs and this policy
- with other healthcare providers- Pharmacy, Pathology, radiology, AUTOMED (online booking provider) or My Health record
- when it is required or authorised by law (eg 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 (eg some diseases require mandatory notification)
- during the course of providing medical services, through My Health Record (eg via Shared Health Summary, Event Summary).
- while using LyreBird -a secure Australian made AI tool for clinicians which help them in taking clinical notes during consultation. Refer our [Use of AI in Practice Policy](#) for more information

Your information stays inside our practice unless you have consented to its release, unless you have given it to us through an online enquiry or asked us to keep in touch, in which case it is handled as described under Third-party services, or unless we are required by law to disclose it. Only people who 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 your 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.

Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organisations to improve population health outcomes. The information is secure, patients cannot be identified and the information is stored within Australia. You can let our reception staff know if you do not want your information included.

How do we store and protect your personal information?

Medical records are retained for the periods required by Australian law, encrypted in transit and at rest, and accessible only by authorised practice staff. Our practice stores all personal information securely as electronic record in Best Practice (BP Premier), an Australian-hosted clinical software platform certified to the Royal Australian College of General Practitioners' (RACGP) Standards for general practices. Any hard copies received at practice and scanned and saved electronically and shredded securely in a locked shredding bin. The shredding bin is collected by Daniels Cleanaway once it's full where papers are destroyed securely. We use passwords, secure cabinets, confidentiality agreements for staff and contractors. However, you should not provide details that would jeopardise the effectiveness of your security measures.

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 of 30 days. **If a record is printed it attracts a reasonable fee based on if it can be exported electronically or needs to be printed. We follow SIRA fee schedule for providing medical records. We offer to upload Health Summary to your My Health Record – free of charge.**

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.

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 within 30 days. You can make your complaints by email or by mailing a letter to the practice. Our contact details are as below:

Enmore Medical Practice, 134-146 Enmore Road, Enmore 2042 ,NSW

Ph: 0295503477, Fax: 0295503577, email address: admin@enmoremedical.com.au

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 363 992.

Policy review statement

This privacy policy is reviewed regularly to ensure it is consistent with any changes that may occur. Please ask our friendly receptionist for a copy of updated policy

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