Montrose
Medical Practice



Protecting Your Privacy |*Patient Information*

Personal Information

The personal information we collect includes your name, date of birth, address(es), contact details, Medicare number, healthcare identifiers and health fund details. Medical information may include medical history as well as any ongoing care requirements. General Practitioners (GPs) need information about your past and present health information to provide you with high-quality care.

Our practice follows the guidelines of the RACGP's Privacy and managing health information in general practice resource. The resource incorporates federal and state privacy legislation, and the Australian Privacy Principles, which mandate the confidentiality and security of your personal information.

Your Medical Records

Our practice is committed to maintaining the integrity of your medical records by ensuring that they:

- Are accurate, complete, well-organised and legible.
- Are kept up to date with the latest information pertaining to your health.
- Include sufficient details to enable another GP to provide continuity of care.
- Incorporate a concise summary of your medical history and ongoing treatment.
- Can be utilised, with your consent, to send reminders for follow-up appointments, check-ups, and reviews.

If you have any concerns or uncertainties about why certain information is being requested, please don't hesitate to discuss them with your GP or the practice staff. Furthermore, if you prefer to maintain anonymity while availing healthcare services, please communicate your preferences to the practice staff.

Providing your Information to other GPs and health practitioners

To support continuity of care, GPs within our practice may access your medical records when involved in your care. Relevant health information may also be shared with other healthcare professionals, including specialists, to ensure you receive appropriate and coordinated treatment.

We respect your right to privacy and your preferences regarding how your information is shared. Your personal and health information will only be disclosed where:

- You have provided consent.
- It is necessary to provide or coordinate your healthcare.
- It is required to process Medicare or health insurance claims.
- Disclosure is required or authorised by law.
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Using Health Information for Quality Improvement and Research

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Security Information in the practice

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Access to your Health Information

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Use of Artificial Intelligence (AI)

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Direct Marketing

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When you request access to your medical record, your GP will assess whether there might be any risk of physical or mental harm to you or others arising from the disclosure of your health information. In some cases, your GP may need to redact or remove certain information to safeguard the privacy of other individuals.

Use of Artificial Intelligence (AI)

Our practice may use approved AI tools to assist with clinical documentation, allowing your healthcare practitioner to focus more on your care. Your privacy and confidentiality remain a priority. We will seek your consent before using an AI scribe, and you may decline or withdraw consent at any time without affecting your care. All AI-generated clinical notes are reviewed and verified by your treating practitioner.

Direct Marketing

This practice does not engage in direct marketing.

Resolving Concerns regarding the Privacy of your Health Information

We value your feedback and encourage you to share any concerns with our practice team, leave feedback in the suggestion box at reception or contact our Practice Manager directly. All concerns will be treated confidentially, and we aim to resolve them promptly and respectfully. If you feel your concerns have not been satisfactorily resolved, you may also contact:

Office of the Australian Information Commissioner
1300 363 992
www.oaic.gov.au

Information and Privacy Commission
New South Wales – 1800 472 679
www.ipc.nsw.gov.au/privacy/ipc_index.html

Montrose
Medical Practice



Protecting Your Privacy |*Patient Information*

Personal Information

The personal information we collect includes your name, date of birth, address(es), contact details, Medicare number, healthcare identifiers and health fund details. Medical information may include medical history as well as any ongoing care requirements. General Practitioners (GPs) need information about your past and present health information to provide you with high-quality care.

Our practice follows the guidelines of the RACGP's Privacy and managing health information in general practice resource. The resource incorporates federal and state privacy legislation, and the Australian Privacy Principles, which mandate the confidentiality and security of your personal information.

Your Medical Records

Our practice is committed to maintaining the integrity of your medical records by ensuring that they:

- Are accurate, complete, well-organised and legible.
- Are kept up to date with the latest information pertaining to your health.
- Include sufficient details to enable another GP to provide continuity of care.
- Incorporate a concise summary of your medical history and ongoing treatment.
- Can be utilised, with your consent, to send reminders for follow-up appointments, check-ups, and reviews.

If you have any concerns or uncertainties about why certain information is being requested, please don't hesitate to discuss them with your GP or the practice staff. Furthermore, if you prefer to maintain anonymity while availing healthcare services, please communicate your preferences to the practice staff.

Providing your Information to other GPs and health practitioners

To support continuity of care, GPs within our practice may access your medical records when involved in your care. Relevant health information may also be shared with other healthcare professionals, including specialists, to ensure you receive appropriate and coordinated treatment.

We respect your right to privacy and your preferences regarding how your information is shared. Your personal and health information will only be disclosed where:

- You have provided consent.
- It is necessary to provide or coordinate your healthcare.
- It is required to process Medicare or health insurance claims.
- Disclosure is required or authorised by law.
- It is necessary to address a serious threat to health or safety.

Only information necessary for the intended purpose will be shared. Where information needs to be disclosed overseas, appropriate privacy safeguards will apply, and your consent will be sought where required. If you have any concerns or preferences regarding the sharing of your information, please speak with your GP or our practice team.

Using Health Information for Quality Improvement and Research

Our practice may use patient health information to improve the quality of care and support healthcare research. Information used for these purposes is de-identified wherever possible to protect your privacy. All information is securely stored within Australia. Identifiable information will only be used for research with your consent or where permitted by law. Your GP will discuss any proposed disclosure of identifiable information with you. If you prefer your information not to be included in these activities, please inform our reception team.

Security Information in the practice

Australian privacy legislation applies to all personal health information recorded in electronic and paper records. This legislation mandates stringent measures to safeguard such information against unauthorized access. Our practice is fully committed to complying with these requirements to ensure the utmost protection of your information.

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