

PRIVACY POLICY

Current as of: 15/04/26

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 of 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. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

Your consent may also be obtained when:

- Using artificial intelligence (AI) tools during consultations
- Transferring your medical records to another medical centre
- Providing information to insurance companies or legal representatives
- Involving third party such as medical students or registrars in your care

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

We collect, use, and manage your personal information primarily to provide healthcare services and manage your health.

We may also use your information for related business purposes, including:

- Processing payments and Medicare claims
- Practice audits and accreditation
- Staff training and administrative functions

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.

Anonymous or Pseudonymous Care

You may choose to remain anonymous or use a pseudonym where lawful and practical. However, in such cases:

- Medicare benefits cannot be claimed
- A minimum consultation fee of \$69.00 will apply, which is not refundable through Medicare

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.
2. During the course of providing medical services, we may collect further personal information. Eg; Shared Health Summary.
3. We may also collect your personal information when you send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
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 and Pathology and Diagnostic Imaging Services
 - your health fund, Medicare, or the 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 – these third parties are required to comply with APPs and this policy
- with other healthcare providers
- 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
- shared Health Summary
- when there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)

We will not disclose your personal information to third parties outside these circumstances without your consent.

We do not routinely send personal information overseas. Any such disclosure will only occur with your consent or where permitted by law.

We do not use your personal information for direct marketing without your express consent. You may opt out of marketing communications at any time by notifying us in writing.

How do we store and protect your personal information?

Your personal information is stored at our Practice via electronic records.

Our Practice stores all personal information securely in electronic format in protected information systems in a secured environment. We use passwords and confidentiality agreements for staff and contractors.

How can you access and correct your personal information at our Practice?

You have the right to access and request 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:

To request access or corrections, please submit your request in writing to:

Practice Manger
Railway Road Medical Centre
25 Railway Road, Quakers Hill NSW 2763
Email: info@railwayroadmedical.com.au
We will respond within 30 days. We provide health summary with no cost & for complete medical record we charge administration fees \$90.00

We take reasonable steps to ensure your information is accurate and up to date. You may also request updates at any time.

How can you lodge a privacy-related complaint, and how will the complaint be handled at our Practice?

We take privacy complaints and concerns seriously. If you have any concerns, please submit them in writing. We will review and attempt to resolve your complaint in accordance with our complaint's procedure.

Please complete the Patient Complaint Form and send it to:

Practice Manager
Railway Road Medical Centre
Email: info@railwayroadmedical.com.au
Address: 25 Railway Road, Quakers Hill NSW 2763

We will respond to your complaint within 30 days and notify you of the outcome in writing or, where appropriate, discuss it with you by phone.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC). The OAIC will generally require you to allow us time to respond before they investigate your complaint. For more information, visit www.oaic.gov.au or call 1300 363 992.

NSW Ombudsman

Level 24
580 George Street
Sydney NSW 2000
Phone Numbers
02 9286 1000

Policy review statement

Our Privacy Policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. This will be then be updated on our website, social media and upon request from the Reception Staff.