

# Bundoora Medical Centre Privacy policy

Current as of: 31/03/2025

## 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.

## 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, 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.

## 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.

When you make your first appointment our practice staff will collect your personal and demographic information via your registration.

During the course of providing medical services, we may collect further personal information. This can occur through the provision of electronic prescriptions, sharing of your health summary with other doctors, hospitals and allied health providers, and the My Health Record if you are registered.

We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.

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

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 eTP, My Health Record (eg via Shared Health Summary, Event Summary). This can occur through the provision of electronic prescriptions, sharing of your health summary with other doctors, hospitals and allied health providers, and the My Health Record if you are registered.

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 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?

Your personal information may be stored at our practice in various forms. We keep paper records on site and older records are stored at a secure secondary site with established security protocols. Your electronic records including radiology and other images are stored on an off-site secure server. This information is password protected. All personal information is accessible only by practice staff trained in Bundoora Medical Centre privacy policies.

## 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 by email to [office@bundooramedical.com.au](mailto:office@bundooramedical.com.au) or by post addressed to The Practice Manager, Bundoora Medical Centre and our practice will respond within 30 days. In general we will not charge for the provision of small amounts of information e.g.: single results however the provision of an entire patient file will incur a 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, and you should make such requests in writing to [office@bundooramedical.com.au](mailto:office@bundooramedical.com.au) or by post addressed to The Practice Manager, Bundoora Medical Centre.

## 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. Please send your complaints or queries to [nurse@bundooramedical.com.au](mailto:nurse@bundooramedical.com.au) or by post addressed to The Practice Manager, Bundoora Medical Centre. We will respond to your communication within 30 days.

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](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.

## Privacy and our website

We do not collect any additional personal information through our website when you are making an online appointment or confirming an appointment.

## Privacy and AI (Artificial Intelligence) scribes

Artificial intelligence (AI hereafter) is being utilised in many areas of medicine. At Bundoora Medical Centre, the use of artificial intelligence is limited to tools that assist in creating more accurate patient records. These are known as AI scribes. Some doctors at Bundoora Medical Centre use this technology.

The technology used by Bundoora Medical Centre creates no recording of the consultation in which is utilised. Unless specifically requested by the treating doctor, no record of the consultation is held by the company providing the AI scribe technology or any IT service provider contracted by Bundoora Medical Centre. The consultation summary created is edited as necessary by the treating doctor and saved directly to the patient's record. No other copy is kept. Patient personal information is protected by following this policy.

Doctors using AI scribes must ask for patient consent prior to activating the technology. This will usually occur at the start of a consultation. Patients have the right to refuse the use of an AI scribe. Patients can give ongoing consent for the use of AI scribes in all future consultations. This consent can be withdrawn at any time or applied only to specific consultations as per the patient's request. All technology is provided by companies based in Australia.

## Policy review statement

Our privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. Patients will be notified of changes via our website.