



Cairns Urgent Care Clinic Pty Ltd
5b Walker Road
Edmonton QLD 4869

PO Box 655, Edmonton QLD 4869
Phone: 07 4015 2987

Email: admin@cairnsurgentcare.com.au

ABN: 17672538457

Cairns Urgent Care Clinic privacy policy

Current as of: 15 December 2023

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 clinic, 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 clinic, you provide consent for our GPs and clinic 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 clinic 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, clinic audits and accreditation, and business processes (eg staff training).

What personal information do we collect?

The information we will collect about you includes:

- 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

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 clinic will collect your personal information:

1. When you make your first walk into the clinic 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. This may be

collected through Electronic Transfer of Prescriptions (eTP), Electronic Transfer of Radiology, Electronic Transfer of Pathology, and information from your My Health Record/PCEHR system, through a Shared Health Summary or an Event Summary.

3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, 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
 - Medicare, or the Department of Veteran's Affairs (as necessary).

Who do we share your personal information with?

We sometimes share your personal information:

- with third parties who work with our clinic 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)
- To allow medical students and authorised staff to participate in medical training/teaching
- For the purposes of medical research and peer education only where de-identified information is used
- Follow up reminder/recall notices by letter or telephone (including contact via SMS to the provided mobile phone number) for treatment and preventative health care
- during the course of providing medical services, through Electronic Transfer of Prescriptions (eTP), Electronic Transfer of Radiology, Electronic Transfer of Pathology, and information from your My Health Record/PCEHR system, through a Shared Health Summary or an Event Summary.

Only people that 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 clinic will not share personal information with any third party without your consent.

Our clinic 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 clinic in writing.

How do we store and protect your personal information?

The clinic holds personal information in our clinical software, which is entered either by direct entry or by electronically scanning paper documents into the patient file. Paper documents are securely destroyed once scanned to the clinical software. Your personal information may include as visual informations such as X-rays, CT scans, and occasionally photos we may take if agreed with you at the time.

Our clinic stores all personal information securely. This is done in electronic format, in protected information systems. All passwords to this system are tightly controlled and our IT provider, Your IT, has signed a

confidentiality agreement for their staff and contractors.

If the clinic receives unsolicited personal information about a patient from another health practitioner or clinic, the clinic will hold such information for a period of four (4) weeks on the presumption that the patient will attend the clinic for a consultation. If the patient does not attend the clinic within four (4) weeks the unsolicited information about the patient will be securely destroyed.

How do we manage access to your My Health record?

The clinic holds personal information in our clinical software, a sub section of which is uploaded to My Health record on request. Only clinical staff have the ability to update your My Health record, and this will happen while you are in the consultation with the doctor or nurse.

Staff are trained when they start in our clinic and we ensure staff are aware of the My Health Record and privacy obligations, and handle personal information in a consumer's My Health Record accordingly. This training is updated annually, and there is ad hoc training when there are changes to legislation or My Health Record system functionalities.

Our software provider has an audit trail, and at all times the clinic is able to identify a person who requests access to a healthcare recipient's My Health Record and communicating the person's identity to the System Operator. The Manager accesses Audit logs and regularly monitors staff access to the My Health Record system. Audit logs record the user identity, date and time of access, whose My Health Record was accessed and the type of information that was accessed.

The clinic has a password standard of 13 or more characters (using a combination letters, numbers and symbols) for all passwords that are used for access to the My Health Record system. If the passwords are compromised then the suspension of the user account will happen immediately.

How do we deal with notifiable data breaches?

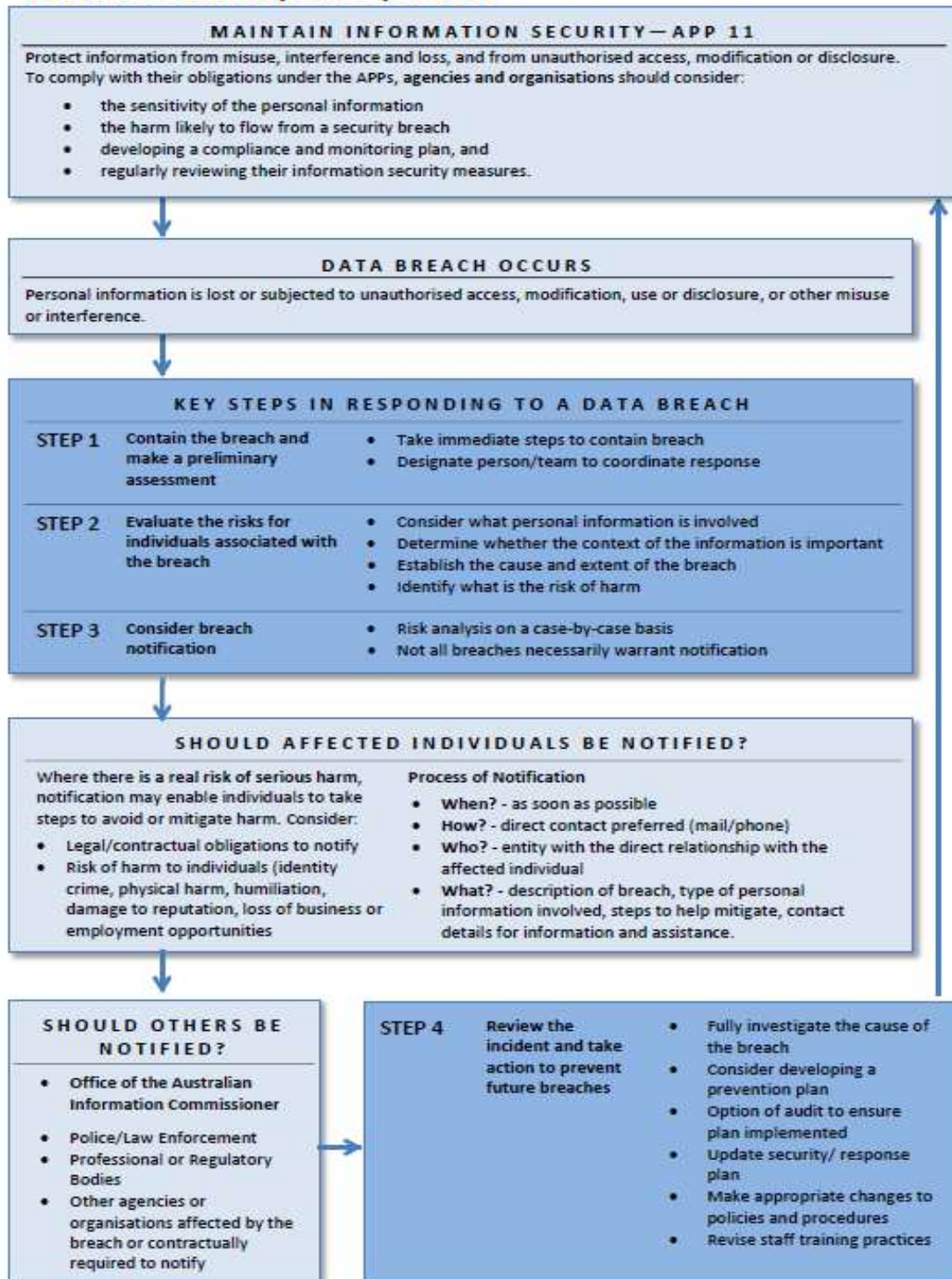
A data breach will be a notifiable data breach where there is unauthorised access to, or unauthorised disclosure, or loss of, personal information held at the clinic and that you could conclude that there is a likely risk of serious harm as a result. This could include physical, psychological, emotional, economic and financial harm, and serious hard to reputation.

Breaches that are quickly rectified, so that you are not at risk of serious harm, do not require notification. Breaches that cannot be rectified must be notified to you and the Office of the Australian Information Commission. This information will include: the identify and contact details of the clinic, a description of the data breach, the kind of information being the subject of the brief, and the proposed recommendations on any actions to be taken in response to the breach.

The chart below outlines our Data Breach Response Process¹.

¹ Date Breach Information Guide: A Guide to Handling Personal Information Security Breaches. www.oaic.gov.au/resources/agencies-and-organisations/guides/data-breach-notification-guide-august-2014.pdf

Data breach response process



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

You have the right to request access to, and correction of, your personal information.

Our clinic acknowledges patients may request access to their medical records. We require you to put this request in writing (letter or email) and our clinic will respond within 30 days. You may be charged for a copy of the medical record.

Our clinic 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 your personal information held by our clinic is correct and up-to-date. You may also request that we correct or update your information, and you should make such requests in writing to the Practice Manager or by emailing admin@cairnsurgentcare.com.au.

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

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. We will contact you within 30 days of receiving your complaint.

To make a complaint please contact Kate Gunn on 0411 466080 or email her on admin@cairnsurgentcare.com.au. You may also make your complaint in writing addressed to:

Cairns Urgent Care Clinic
PO Box 655
EDMONTON QLD 4869

You may also contact the OAIC. Generally the OAIC will require you to give Cairns Urgent Care Clinic time to respond, before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 336 002.

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. We will notify your patients when we amend this policy by placing a sign in the clinic.