

# Mount Medical Centre

## *Privacy Policy*

At Mount Medical Centre, we recognise and respect your right to protecting your privacy and we are committed to safeguarding your personal information. We abide by the provisions contained in the Privacy Act 1988 of the Commonwealth of Australia (the Act).

This policy will provide an overview of how you, as a valued patient of Mount Medical Centre, will have your personal and health information collected and used by our medical centre, along with disclosure and security of that information according to The Act and other applicable State Privacy Laws.

### **How do we collect personal Information?**

Mount Medical centre will collect your personal information provided to us directly or given to us as per the guidelines of the Act. This information will help us to provide you with the best care possible.

Wherever possible we will obtain information from you at Medical Centre, by directly at Mount Medical Centre, with your consent, through multiple ways including:

- Via a phone call.
- in writing, either through Mount Medical Centre forms or other related forms.
- Through online correspondence, where applicable and relevant.
- From other healthcare or applied service providers.
- From your guardian or care giver.
- In an emergency we may need to collect information from your family, friends or carers.

You have the right to request access to your information and also to update or correct your personal information as required by you.

If there is a cost involved in providing your personal information, a reasonable fee which reflects this cost may be charged by us. If there is a fee, this will be communicated to you once you have made a request, and your consent obtained in writing from you, prior to compiling and providing your information. Our patients will not be charged for making the request, the fee relates only to the administrative costs in providing this information.

Mount Medical Centre will take all reasonable steps to correct your personal information where the information is not accurate or up-to-date. Occasionally, we may request you to verify your personal information held by our practice is correct and up to date.

If you require access to your personal information, you would need to make this request to us in writing to [admin@moutmedicalcentre.com.au](mailto:admin@moutmedicalcentre.com.au) and our practice will respond within a reasonable time frame.

## **What personal Information is collected?**

We may need to collect the following information from time to time in order to provide you with the best medical care and service possible, which is not limited to the following:

- Your personal details including names, date of birth, address and contact details..
- Your Medicare number, Health fund details and other Healthcare identifiers
- Information about your medical history including medications, family history.
- Any allergies you may have.
- Your immunisations history.
- Notes made during your medical or allied services consultations.
- Reports and results received from other medical or allied services.
- Referrals to other medical or allied services.
- Credit or direct debit card information for billing purposes where applicable.
- Any additional information relating to you that you provide to Mount Medical Centre directly to our centre through, medical or allied health professionals providing services at or from our organisation, or otherwise.

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.

## **Why we collect your personal Information and how do we use it?**

Mount Medical Centre may collect your personal information so that we can provide the best possible care and service to you.

Your personal information will only be used or disclosed for purposes directly related to providing you with quality health care service by Mount Medical Centre, or in ways you would reasonably

expect us to use it in order to provide you with this care and service. We may use your personal information for the following reasons, but not limited to:

- Providing you with medical care, services and treatment.
- Enable you to be attended by medical practitioners or other allied health professionals.
- To assist with training and education of other health care professionals (If you do not wish for your information to be used for training of health professionals, please advise us at our clinic).
- Update our records of you and keep your contact details up to date
- To be advised of follow up visits and medical updates as needed.
- In order to answer any questions you may have about information or advice relating to Mount medical Centre's existing or new services.
- For the administrative, planning, service development or quality control purposes of Mount Medical Centre or its associated service providers and partners.
- In order to comply with any laws, rules or regulation which govern us.
- Administrative or billing purposes where applicable.
- In case of a work-related consultation, for the purpose of reporting back to your employer, their authorised representatives and/or their insurers, with your consent.
- Mount Medical Centre does not intend to disclose your personal information to overseas recipients unless you have instructed us to do so.

### **With whom do we share your personal information?**

Our purpose is to provide you with the best medical care and service possible. We may sometimes need to share your personal information for a number of reasons. All of our staff and contractors who may have access to personal information are required to sign confidentiality agreements. Your personal information may be shared with

- Mount Medical Staff, Medical and allied health practitioners who provide medical services to you.
- Other health care providers who may need information about you for the purposes of assisting with your care.
- With any person we are required by the Act or other legislation to share the information including any authorised statutory body.

- In situations where it may be necessary to prevent (or minimise) a serious threat to a patient's life, health and safety, or public health and safety, or in situations where it is impractical to obtain the patient's consent.
- To a third-party entity or person who work with our practice for business purposes.
- When it is required or authorised by law.
- To relevant statutory authorities in assisting in locating a missing person.
- For the purpose of confidential dispute resolution process.
- When there is a statutory requirement to share certain personal information (e.g., some diseases require mandatory notification).
- To service providers such as MyHealth Record, Health Engine and other eHealth services that may be associated with Mount Medical Centre.
- To insurers, lawyers or any other required party in establishing, exercising or defending an equitable medical claim and for the purpose of confidential dispute resolution process.
- any organisation or person for any authorised purpose with your express consent.
- Criminal acts may override privacy laws protecting confidentiality and may exempt Mount Medical Centre from the usual confidentiality agreement.

### **What may happen if we are unable to collect your personal information?**

While we strive to do our best to provide the best medical care possible, if you do not provide us with personal information as noted above, there may be a possibility that:

- Mount Medical Centre may not be able to provide you with the services requested by you.
- The medical service you may receive may be inaccurate or incomplete.

### **How do we store and protect your personal information?**

Your personal information may be stored at our practice in various forms, including but not limited to paper, electronic and visual (X-rays, CT scans, videos and photos) records. Mount Medical Centre stores all personal information securely, in secure electronic format, in a secured environment.

Additionally, Mount Medical Centre endeavours to ensure that our website is as secure as possible however, users need to be aware that the World Wide Web (The internet) is not a secure medium.

Mount Medical Centre and its associates will not take any liability for interference or damage to a user's computer system, software or data occurring in connection with the website. We strongly recommend users take appropriate measures to ensure their devices are protected against third party interference whilst on the internet.

## **How do we manage complaint lodging and handling?**

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. You can send your complaints to The Practice Manager, Mount Medical Centre, 506 Mountain Highway Wantirna 3153 or email to [admin@moutmedicalcentre.com.au](mailto:admin@moutmedicalcentre.com.au). We will endeavour to resolve your issue within 30 days of receipt. You could also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate.

## **What do we need to know about our website and any external links?**

We understand that your online safety is important when browsing our website. We will do our best to ensure that our websites is secure to the best possible extent. The internet may not always be secure and there are potential issues that could be faced by users.

We will take all possible care to mitigate risks in relation to our website, however, we will not take liability for any interference or damage to your computer system, software or data occurring in connection with our website. We strongly recommend you take appropriate measures to ensure your computer is protected against third party interference whilst on the internet.

Our website may contain links to external websites to add value to the services we offer. Once you click on a link and navigate away from our website, our privacy policy will no longer be in effect. We strongly recommend you familiarise yourself with the privacy policies on these websites once you browse and interact with them. Recommendations or views purported on these websites are not necessarily reflective of those of Mount Medical Centre and its associates.

Mount Medical Centre does not collect any personal information from your use of our website, except where you have provided such information. In specifically and knowingly providing any personal information via our website, you consent to Mount Medical Centre using that personal information lawfully at its sole and absolute discretion. Also, of you post any third party whose personal information you post via our website, it is explicitly assumed and warranted that you have obtained their consent for this purpose.

## **Will there be any changes to the Privacy Policy?**

Our main focus is to provide you, our patients with the best medical care and service possible. As part of this process, Mount Medical Centre may need to modify, change or update its Privacy Policy from time to time at our discretion and without notice. If any such changes are made, Mount Medical Centre will make all reasonable efforts to notify you of those changes.