



Stockland Tooronga
G1/774 Toorak Road
Glen Iris VIC 3146

T (03) 9002 2888
F (03) 9002 2880
toorongamedical.com.au

PRIVACY POLICY

Toorong Family Medical is firmly committed to maintaining your privacy in accordance with the Australian Privacy Principles for the Fair Handling of Personal Information in the Commonwealth Privacy Act (1988), as well as the Victorian Health Records Act (2002).

Our Privacy Policy applies to all services provided by Toorong Family Medical and binds all of our staff. Upon commencement of working at Toorong Family Medical all health service providers and administrative staff are informed of their responsibilities pertaining to patient information collection and confidentiality, and are required to sign a confidentiality agreement.

All patients who attend Toorong Family Medical for the first time will be provided with a copy of this policy, which is readily available at any stage during the course of care at Toorong Family Medical. This policy is also available via the Toorong Family Medical website: toorongamedical.com.au.

The Privacy Policy set out below outlines:

- Why information about you is collected
- What type of information is collected
- How personal information is accessed
- The measures taken by Toorong Family Medical to ensure confidentiality, security and accuracy of the information collected
- The strict circumstances in which disclosure of information may be warranted
- The process for transferring your information from Toorong Family Medical to a new health service provider
- How to access your health record
- Privacy related to the Toorong Family Medical website
- How to contact the Toorong Family Medical Privacy Officer.

Why personal information about you is collected

Toorong Family Medical collects personal information about you for the primary purpose of providing high quality health care. Information is also required for administrative and billing purposes. The information collected by Toorong Family Medical is in a form that enables you to be identified and contacted by our staff.

Why personal information is collected

Information collected by Toorong Family Medical includes personal health information, which is defined as information concerning your health, medical history, or past and present medical care and treatment. This also includes the details of any health care providers involved in your care and copies of any referral letters and/or medical reports and test results. Such information allows Toorong Family Medical clinical staff to properly assess, diagnose, treat and be proactive in your health care needs.

Information collected will also include personal details such as your name, address, telephone number, Medicare number and Private Health Insurance details. Such information is required so that we can contact you in regard to your appointments and care, as well as for administrative and billing purposes that comply with Medicare and Health Insurance Commission requirements.

How personal information is accessed

Toorong Family Medical will always endeavour to collect personal and health information directly from you. This generally occurs when you attend the clinic but may also occur via phone and / or email.

In some circumstances information about you may be accessed from other sources including:

- Health service providers who refer you to a Tooronga Family Medical clinician or service, or from health service providers to whom you have been referred by a Tooronga Family Medical clinician
- Third parties with your consent, such as family members, employers or insurance companies.

If we access information about you from other sources, we will, whenever possible, make sure you are informed of this.

Confidentiality, security and accuracy of information collected

All health service providers and administrative staff at Tooronga Family Medical are obliged to maintain confidentiality of the information you provide and to ensure that identifying health information is not disclosed unnecessarily or irresponsibly.

Due to the sensitive nature of the information that you provide, precautions are taken to safeguard and secure the information we collect. Your information will be stored electronically with passwords that are protected to restrict unauthorised access and backups of data are performed regularly.

All patient files are the property of Tooronga Family Medical and all employed health service providers and administrative staff have access to your records for the purposes specified above.

Of note, administrative staff will limit their access to your personal health information to the minimum necessary to perform their duties.

Tooronga Family Medical keeps patient health information files for a minimum of 7 years from the date of last entry in the file unless the patient is/was a child, in which case the record must be kept until the patient attains or would have attained 25 years of age.

Tooronga Family Medical is committed to ensuring that patient information is accurate and up to date. Processes are in place to regularly review and update all patient information and we also ask that you inform us of any changes as they arise.

Disclosure of personal information

Tooronga Family Medical will not disclose personal information about you to a third party unless:

- You consent to the disclosure of information e.g. for referral to a medical specialist or other health service provider, for a pre-employment medical assessment or fitness for duties assessment, for the purpose of purchasing a health insurance policy or to facilitate the transfer of care to a new health provider.
- The disclosure is necessary because you may be at risk of harm without treatment and you are unable to give consent e.g. unconscious after an accident.
- Your health service provider is legally obliged to disclose information e.g. where there is serious and imminent threat to an individual's life, health or safety; or there is serious threat to public health or safety.
- The information is necessary to obtain Medicare payments or other health insurance rebates.
- The disclosure is necessary for the health service providers in the clinic to carry out a review of their practice for the purpose of improving the quality of care provided and the activity has been approved under Commonwealth or State legislation or by a medical college for accreditation purposes.

In all circumstances, Tooronga Family Medical health service providers and administrative staff will only disclose to third parties the information that is required to fulfil your needs.

Transferring personal and health information

You may request access to the information Tooronga Family Medical holds about you.

The procedure for gaining access to your Tooronga Family Medical health record is as follows:

- A written request must be made detailing what information you require access to, including the person to whom the information has been provided and when.
- We will acknowledge your request within 14 days and providing we have the information you request, access should usually be granted within the 14 days. We will inform you if this timeframe is not achievable.
- You will be asked to verify your identity.
- A fee may apply in the event that the request is onerous or time consuming.
- Depending on the circumstances, you may be forwarded the information by mail, email or personally given access to inspect the information.

In some circumstances, Tooronga Family Medical may not be in a position to provide access to your health record as per the Privacy Act or other laws. Such circumstances include where:

- Access would create a serious threat to your physical and/or emotional health and safety or to the physical and/or emotional health and safety of others.
- Providing access will have an unreasonable impact on the privacy of other individuals.
- Denying access is required or authorised by law.
- Legal proceedings have commenced.

If access to your health record is denied, a reason will be provided in writing.

Privacy related to the Tooronga Family Medical website

The Tooronga Family Medical website: toorongamedical.com.au may contain links to other websites. Please note that Tooronga Family Medical is not responsible for the privacy practices of any linked websites. We encourage all users of the Tooronga Family Medical website to read the privacy statements of all linked websites that are visited. All links to external websites are provided for your convenience. Tooronga Family Medical does not endorse the information, products and advertisements contained in the linked sites, and is in no way responsible for the content of such sites.

Any personal information that you choose to provide us electronically via our website, including your email address, will be securely stored and will not be disclosed to any third party without your consent. By using the Tooronga Family Medical website in this way, you consent to the collection and use of your personal information as detailed in this privacy policy.

Please note that Tooronga Family Medical does not automatically collect your personal email address when you visit the website. If you view specific pages or download information from specific pages on our website, we may track and add the number of your visits to the aggregate number of visits by all users in order to better inform the design of our website. This is not linked to any personal information that can identify you to our website.

Tooronga Family Medical Privacy Officer contact details

Tooronga Family Medical has a designated Privacy Officer who is available to address any queries or feedback you may have regarding our Privacy Policy.

The Tooronga Family Medical Privacy Officer may be contacted via:

Mail: Tooronga Family Medical
Stockland Tooronga
G1/774 Toorak Road
Glen Iris VIC 3146

Telephone: 03 9002 2888

Fax: 03 9002 2880.