

# **The Lockyer Doctors** **Privacy Policy**

## **Introduction**

At The Lockyer Doctors we are committed to protecting the privacy and confidentiality of our patient's personal information and health records in accordance with the **Australian Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)** and relevant State and Territory privacy legislation (referred to as privacy legislation), Rule 41-45 of the My Health Record Rules 2016 (Cth), My Health Records Act 2012 (Cth) the Healthcare Identifiers Act 2010 (Cth) and the Privacy Amendment (Enhancing Privacy Protection) Act 2012. Your patient health record is a comprehensive, confidential document compiled by health professionals and is where we store all your patient information. This Privacy Policy explains how we collect, use and disclose your personal information, how you may access that information and how you may seek the correction of any information. It also explains how you may make a complaint about a breach of privacy legislation. This Privacy Policy is current as of 31 March 2025.

## **When and why your consent is necessary.**

When you register as a patient of this practice, you consent to the GP's and practice staff to access and use your personal information to facilitate the delivery of your healthcare. Access to your personal information is restricted to practice team members who require it for your care. If we ever use your personal information for purposes other than healthcare provision, we will obtain additional consent from you.

## **Why do we collect, use, store and share your personal information.**

The practice collects, uses, stores and shares your personal information primarily to manage your health safely and effectively. This includes providing healthcare services, managing medical records, and ensuring accurate billing and payments. Additionally, we may utilise your information for internal quality and safety improvement processes such as practice audits,

accreditation purposes, and staff training to maintain high quality service standards.

## **What personal information is collected?**

We collect personal and health information to provide quality healthcare services. This may include:

- \*Names, Date of Birth, addresses, contact details
- \*Medical information including medical history, medicines, allergies and adverse reactions, immunisations, social history, family history and risk factors.
- \*Medicare number (where available) for identification and claiming purposes
- \*Healthcare identifiers numbers
- \*Health fund details

## **Dealing with Us Anonymously or Under a Pseudonym.**

You have the right to remain anonymous or use a pseudonym when interacting with our clinic. However, in some cases, identification may be necessary to provide appropriate medical care, meet legal obligations, or process Medicare claims.

## **How your personal information is collected.**

The practice may collect your personal information in different ways. When you make your first appointment, the practice team will collect your personal and demographic information via your signed registration. When you send us an email or SMS, telephone or make an online appointment. Our staff may ask you to confirm that your contact details are correct when you attend a consultation. We request that you let us know if any of the information we hold about you is incorrect or out of date.

In some circumstances personal information may also be collected from:

- \*Your legal guardian or responsible person
  - \*Other healthcare providers, including specialists, hospitals, pathology and imaging services, and allied health professionals,
  - \*Your health fund, Medicare, or department of Veteran Affairs (if relevant)
- While providing medical services, further personal information may be collected via:
- \*Electronic prescribing
  - \*My Health Record

\*Online appointments

\*We do not record any Skype telehealth consultations  
We will always comply with privacy obligations when collecting personal information from third party sources. This includes ensuring transparency with patients, obtaining necessary consents, maintaining data accuracy, securing the information, and using it only for specified purposes.

## **When, why and with whom do we share your personal information.**

We sometimes share your personal information with third parties 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 eg referral letters. When authorised by law (e.g. 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 it is impractical to obtain patients 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 it is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)

When it is provision of medical services through electronic prescribing, My Health Record (e.g. via Shared Health Summary, Event Summary).

Only people who need to access your personal information will be able to do so. Other than providing medical services or as otherwise described in this policy, the practice will not share personal information with any third party without your consent.

We do not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

## **Will your information be used for marketing purposes?**

The practice will not use your personal information for marketing any goods or services directly to you without your expressed consent. If you do consent you may opt out of direct marketing at any time by notifying the practice in writing.

**How your information is used to improve services.**

The practice may use your personal information to improve the quality of the services offered to patients through research, analysis of patient data for quality improvement and for training activities with the practice team.

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 reception staff know if you do not want your information included.

**How document automation technologies are used.**

Document automation is where systems use existing data to generate electronic documents relating to medical conditions and healthcare. This practice uses document automation technologies to create documents such as referrals, which are sent to other healthcare providers. These documents contain only your relevant medical information. These document automation technologies are used through secure medical software Best Practice. All users of the medical software have their own unique user credentials and password and can only access information relevant to their role. The practice complies with the Australian privacy legislation and APPs to protect your information. All data, both electronic and paper are stored and managed in accordance with the RACGP Privacy and managing health information guidance.

**How are Artificial Intelligence (AI) Scribes used?**

The practice uses an AI scribe tool called i-scribe to support GP's in taking notes during their consultation with you. The AI scribe uses an audio recording of your consultation to generate a clinical note of your health record. I-scribe does not share information outside Australia. It destroys the audio file once transcription is complete and removes sensitive, personal identifying information as part of the transcription. The practice will only use data from our digital scribe service to provide healthcare to you. You can advise your GP if you want to opt out of AI scribes when required.

**How your personal information is stored and protected.**

We use Electronic Records to store your personal information. Our practice stores all personal information securely in electronic formats, in protected information systems by unique usernames and passwords on a local terminal server, and providing locked cabinets and rooms for the storage of physical records. Confidentiality agreements are in place for staff and contractors.

**How to access and correct your personal information at this practice.**

You have the right to request access to, and correction of, your personal information. We ask that you put your request in writing and we will respond to it within 30 days. There may be a fee of \$35 (additional photocopying fees may also apply) for the administrative costs of retrieving and providing you with copies of your medical records. We may deny access to your medical records in certain circumstances permitted by law, for example, if disclosure may cause a serious threat to your health or safety. We will always tell you why access is denied and the options you have to respond to our decision. The practice will take reasonable steps to correct your personal information where the information is not accurate or up to date.

To do this please contact:

The Practice Manager at  
feedback@lockyerdoctors.com.au

**Lodging a privacy-related complaint and how the complaint will be handled.**

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns your may have. We will then attempt to resolve it in within 7 days.

Please address your concerns in writing to:

The Practice Manager  
PO Box 482 Laidley Qld 4341  
or email feedback@lockyerdoctors.com.au

If you do not feel we have resolved your issue you may also contact the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner will require you to give the time to respond before they investigate.

For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call OAIC on 1300 363 992 or the Privacy Commissioner in your State or Territory.

**How privacy on the website is maintained.**

The Lockyer Doctors does not collect personal health information on our website.

Our website online booking system makes use of AutoMed Systems online appointments.

AutoMed Systems does not create or edit patient information, it integrates with our Practice software (Best Practice) in real-time to provide a service to the Practice. For more information on AutoMed Systems, please visit the AutoMed Systems Privacy Policy on their website.

**Policy review statement.**

Our privacy policy is regularly reviewed to ensure compliance with current obligations.

If any changes are made they will be reflected on the website and in the practice. Significant changes may be communicated directly to patients. Please check the policy periodically for updates.

If you have any questions feel free to contact us.

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