

COCKBURN MEDICAL CENTRE

PRIVACY POLICY

Dragon Medics Pty Ltd (trading as Cockburn Medical Centre, ABN 35 094 749 327) is subject to the Privacy Act 1988 (Cth). Cockburn Medical Centre (CMC) is also subject to similar state legislations operating in Western Australia. This document sets out Cockburn Medical Centre's Privacy Policy.

By attending Cockburn Medical Centre, you consent to your personal information being collected, stored and used in accordance with this Privacy Policy.

Health Service providers are independent

CMC is in the business of management of the medical centre. CMC does not provide health services to any individual or hold itself out as doing so. In conducting its business CMC makes its premises available to health service providers and supplies non-health services to those health service providers. The health service providers and CMC are not partners and are not in an employee-employer relationship. Each health service provider, in providing the health services to the patients and doing other things, is at all the times an independent contractor.

Patient records

As a part of arrangements between CMC and health service providers at CMC, all patient records are the property of CMC (and not the property of the patient or the health service provider). This requirement helps the other health service providers in the medical centre in continuing the management of a patient's needs.

Collection of personal information

CMC collects personal information, such as your name, address, date of birth, contact numbers, ethnicity, Medicare number, any concession card numbers and private health fund details. Commonly this is collected by an administration staff of CMC, such as a receptionist. Other personal information, particularly health information, including full medical history, full family history and genetic information, is collected by the independent health service provider in the medical centre and recorded on the patient records that belong to CMC. Sometimes, health information is received, and placed on the patient records, from health service providers who are external to the medical centre. This includes records or reports from previous doctor, specialists, hospitals or pathology.

Purpose of having your personal information

In the health sector, the flow of personal information usually occurs in accordance with the concepts of sharing with in the treating team of health service providers. With this approach, health service

providers share the necessary information to deliver optimum patient care. For the health service providers, the use and disclosure of personal information is bound by the codes of practice of their professions.

CMC's purpose of holding your personal information including your health information is:

1. Providing health services to you:

- To enable the health service providers (whether in the medical centre or external) to access the information in order to provide health services to you.

2. Administration purposes:

- To enable CMC to charge bills and collect fees, including debt collection, on the behalf of health service providers for the health services provided to you
- To enable CMC to gain an understanding of the types of health services that are needed by the patients at large so that health services available at our medical centre keep meeting the patient's needs.
- To enable CMC to implement management functions in respect of the medical centre, including service monitoring, quality assurance, complaint handling, evaluation and accreditation purposes.

3. Regulatory purposes:

- To fulfil all regulatory and legal requirements of CMC, including disclosure to court or similar body, insurers and lawyers, where a court proceeding is anticipated and to meet our obligations of mandatory notification of child abuse or notification of diagnosis of certain communicable diseases.
- To hold patient records for the health service providers where they are required to maintain such records under legal and other regulatory requirements.
- For My Health Record purposes (please refer to our My Health record policy).

4. Supply bulk de-identified health information

- To enable CMC to provide quantity of de-identified health information to third parties. Before providing such information to any third party, name, date of birth and address and any other information that could otherwise allow an individual to be identified, is removed from the health information. The de-identified information received in bulk by the third party (e.g. a pharmaceutical company) can then be used for their business purposes including analysis of statistics, planning and management of their health service business.

Disclosure of personal information

CMC will not disclose your personal information to any third party, except in the following circumstances

1. It is for the purpose of providing health services to you including referral to another healthcare provider, sending specimens, referral to hospitals for treatment and for advice regarding treatment options.
2. It is for a regulatory purpose as described above.
3. It is for management of our practice including account keeping, debt collection and billing procedures.
4. It is required by law or in the interests of National Security.
5. It is part of bulk de-identified information.

How can you access your personal health information

On request, you may have access to your personal health information held by CMC, except in circumstances where access may be denied under the Privacy Act or other law. Examples of these circumstances are:

1. Where providing access would pose an unreasonable impact on the privacy of another individual or may pose serious threat to life and health of an individual.
2. Where your request is frivolous or vexatious.
3. Where there is legal impediment to access and the information relates to an existing or anticipated legal proceedings between CMC and you and the information would not be accessible by the process of discovery in those legal proceedings.
4. Where providing access would be unlawful, may prejudice an investigation of possible unlawful activity, may prejudice enforcement of laws or denying access is specifically authorised by law.

To make a request of your personal health information, please contact the Medical centre in writing (contact details below). CMC will endeavour to acknowledge a request for access to personal information, within 14 working days and will provide the information requested with 30 working days.

If the personal information is provided to you as the result of your request, you will be charged a fee for the costs incurred in providing that information such as photocopying, the administration time involved in processing your request and the postage.

If the access is denied, CMC will provide you with reasons for its decision.

How you can correct your personal information

If you believe that the personal information CMC holds about you is inaccurate, incomplete or not up-to-date, please let us know. Provided, CMC agrees with you, CMC will correct it. In case of health information you allege is incorrect, CMC will consult with relevant health service provider about the matter. If CMC does not agree with you, CMC will place a statement of what you allege is correct where that information is kept and accessed. It is our practice policy that we take all the steps to record all your corrections and place them on your file, but will not erase the original record.

Currency of this Privacy Policy

CMC reserves the right to change this privacy policy at any time. The varied policy terms will be made available to all the patients at the reception counter of the medical centre. They will apply to each patient from the date the patient next visits the medical centre after the new policy was made available. You accept by doing this, CMC has provided you with sufficient notice of variation and agree that you will be provided with no separate notification.

This Privacy Policy was last published on 30th November 2022.

Your Consent

- I acknowledge that I have read and understood Cockburn Medical Centre's information on the Privacy Act 1988.
- I provide my consent to Cockburn Medical Centre's health service providers to collect, use and disclose my personal information as outlined in the information on Privacy Act 1988 provided above.
- I understand that I am entitled to access my own health information except where access may be denied as outlined in the Privacy Policy.
- I understand that I may withdraw my consent to use and disclosure of my personal information (except where legal obligations must be met).

How to contact us

If you have any queries or complaints with regard to our collection, use or management of your personal information, please contact

Privacy Officer
Cockburn Medical Centre
Shop 15, 432 Rockingham Road
Spearwood WA 6163
Australia