

## Privacy Policy

### 1. Purpose

This Privacy Policy explains how Gap Road Medical Centre protects patient privacy and manages personal and sensitive information in accordance with:

- Privacy Act 1988 (Cth)
- Australian Privacy Principles (APPs)
- Health Records Act 2001 (Victoria)
- RACGP Standards for General Practices

### 2. Patient Privacy and Confidentiality

- Consultations are conducted in private rooms
- Conversations cannot be overheard
- Staff will not enter consultation rooms without permission
- Students, registrars or observers are present only with explicit patient consent
- Access to patient information is restricted to authorised staff

All staff are bound by confidentiality obligations.

### 3. Informing Patients

#### New Patients

New patients are informed about:

- How their information is collected, used and disclosed
- Their rights to access and correct information
- The practice's privacy obligations

Patients are advised that records may be accessed by:

- Other GPs in the practice
- Clinical and administrative staff
- Registrars, students and locums under supervision

Patients may request restrictions on access, which are documented in the clinical system.

#### Existing Patients

Significant privacy changes are communicated via:

- Practice signage
- Website updates
- Practice brochures or SMS notifications (where appropriate)

### 4. Patient Access to Personal Health Information

Patients have the right to:

- Request access to their health information
- Request a summary of their medical record
- Request correction of inaccurate or outdated information

Requests must be made in writing.

The treating GP will assess any potential risk of harm before disclosure.

Access will be provided:

- Within 30 days of the request, or
- Within 7 days of payment, if an administrative fee applies

A reasonable administrative fee may be charged.

### 5. Quality Improvement, Education and Research

The practice undertakes quality improvement, education and research activities to improve patient care.

- Patients are informed and may opt out
- Identifiable data requires opt-in consent
- Data is de-identified wherever possible

All staff and external parties are bound by confidentiality agreements.

## **6. Privacy Complaints**

Patients may raise privacy concerns:

- In writing, or
- Directly with the Practice Manager

Complaints are managed in accordance with the Handling Patient Complaints Policy.

If unresolved, patients may contact:

### **Office of the Australian Information Commissioner (OAIC)**

Phone: 1300 363 992

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

## **7. Policy Review**

This Privacy Policy is reviewed annually or earlier if legislative or practice changes occur.