

# Greenmeadows Medical Privacy Policy

**Current as of: 1 September 2025**

The objective of this document is to provide you, our patient, with clear information on how your personal information is collected and used within the practice. Occasionally we also need to share your personal information to involve others in your healthcare and this policy outlines when, how, and why we share your information.

## **Definition of a patient health record**

Information, held about a patient, in paper form or electronic form, which may include:

- contact (Self, Next of Kin & Emergency) and demographic information
- medical history
- notes on treatment
- observations
- correspondence
- investigations
- test results photographs
- prescription records
- medication charts
- insurance information
- legal information and reports
- work health and safety reports

It serves as a crucial resource for providing safe, effective, and appropriate care to individual patients.

## **1. Who can I contact about this policy?**

For enquiries concerning this policy, you can contact **the Practice Manager on 55251111** or email [reception@greenmeadowsmedical.com.au](mailto:reception@greenmeadowsmedical.com.au)

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

When you register as a patient of this practice, you provide consent for the GPs and practice staff to access and use your personal information to facilitate the delivery of 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 outlined in this document, we will obtain additional consent from you.

It is important to us that as our patient, you understand why we collect and use your personal information.

By acknowledging this Privacy Policy you consent to us collecting, holding, using, retaining and disclosing your personal information in the manners described below.

Greenmeadows Medical doesn't use real-time audio/visual recordings. We conduct Tele-Health Consultations over the phone and your informed consent to proceed with the tele-health appointment is always obtained prior to the start of the consultation and recorded in your health record.

### **3. 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.

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

The information we will collect about you includes your:

- 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 or Department of Veteran's Affairs number (where available) for identification and claiming purposes
- healthcare identifier numbers

### **5. Can you deal with us anonymously?**

You can 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.

### **6. How is personal information collected?**

The practice may collect your personal information in several different ways:

When you make your first appointment, the practice team will collect your personal and demographic information via your registration.

We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment, or communicate with us using social media.

In some circumstances, personal information may also be collected from other sources, including:

- Your guardian or responsible person.
- Other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services, and pathology and diagnostic imaging services.
- Medicare or the Department of Veterans' Affairs (if relevant).
- While providing medical services, further personal information may be collected via:

- electronic prescribing
- My Health Record
- online appointments.

Various types of images may be collected and used, including:

- **CCTV footage:** Collected from outside our premises for security and safety purpose. The security cameras cover the car park area and the entrances and exits only. There are none inside the building.
- **Photos and medical images:** These can be taken using personal devices for medical purposes, following the guidelines outlined in our guide on using personal devices for medical images.

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.

## 7. 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 the Australian Privacy Principles (APPs) and this policy
- with other healthcare providers (e.g. In referral letters)
- when it is required or 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 safety, or it is impractical to obtain the patient's 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.

#### **8. 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 express consent. If you do consent, you may opt out of direct marketing at any time by notifying the practice in writing.

#### **9. How is your information 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. If we provide this information to other organisations patients cannot be identified from the information we share, the information is secure and is stored within Australia. You can let reception staff know if you do not want your de-identified information included.

At times, general practices are approached by research teams to recruit eligible patients into specific studies which require access to identifiable information. You may be approached by a member of our practice team to participate in research. Researchers will not approach you directly without your express consent having been provided to the practice. If you provide consent, you would then receive specific information on the research project and how your personal health information will be used, at which point you can decide to participate or not participate in the research project.

The [RACGP Three key principles for the secondary use of general practice data by third parties](#) defines de-identification as: the removing or altering information that identifies an individual or is likely to do so. Where information has been appropriately de-identified, it is no longer considered 'personal information' and can therefore be used or shared in ways that might not otherwise be permitted under the Privacy Act 1988 (Cwlth). A general practice can therefore lawfully share de-identified patient data without specific or express patient consent.

When personal information (i.e., data has not been de-identified) is requested by a third party, specific patient consent is usually needed, and the requesting entity will need to meet the requirements of a human research ethics committee.

#### **10. How are document automation technologies used?**

Document automation is where systems use existing data to generate electronic documents relating to medical conditions and healthcare.

The 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 our secure medical software **Best Practice**.

All users of the medical software have their own unique user credentials and password and can only access information that is relevant to their role in the practice team.

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 Royal Australian College of General Practitioners [Privacy and managing health information guidance](#).

### 11. How are Artificial Intelligence (AI) Scribes used?

Some Doctors at the practice use an AI scribe tool to assist with the documentation of patient consultations, with the aim of enhancing accuracy, efficiency and clinical focus on patient care. The AI scribe uses an audio recording of the consultation to generate a clinical note for the patient's health record. This is then reviewed by the GP prior to inclusion in the patient's health record.

Patient consent is obtained before the use of AI scribes. The GP's give individual patients the option to opt out of the use of AI scribes when required. If you don't want your GP to use the AI Scribe please notify them before the consultation begins.

The practice AI scribe service is **Heidi AI Scribe**. Heidi AI Scribe:

- does not share information outside of Australia
- destroys the audio file once the transcription is complete.
- 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.

### 12. How is your personal information stored and protected?

Your personal information is stored electronically at our practice, this information is stored securely on our main server that is housed in a locked communication cupboard and protected by a cybersecurity Sophos Modem.

Our practice stores all personal information securely. Doctors and staff are provided with passwords and appropriate levels of security for their role. All staff sign a confidentiality agreement at the time of employment.

Any CCTV footage is stored for one month on a computer inside the locked communication cupboard in the Managers Office. This is collected from outside our premises for security and safety purpose only. The security cameras cover the car park area and the entrances and exits only. There are none inside the building.

### 13. How can you access and correct your personal information at the practice?

You have the right to request access to, and correction of, your personal information.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing and the practice will respond within a reasonable timeframe, generally no longer than 30 days.

Email: [reception@greenmeadowsmedical.com.au](mailto:reception@greenmeadowsmedical.com.au) or post to Greenmeadows Medical, 152 Greenmeadows Drive, Port Macquarie NSW 2444

The patient will incur the AMA fee for reproduction of notes.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. Sometimes, we will ask you to verify your personal information held by our practice is correct and current. You may request that we correct or update your information. To do this please contact the Practice Manager via - Email: [reception@greenmeadowsmedical.com.au](mailto:reception@greenmeadowsmedical.com.au) or post to Greenmeadows Medical, 152 Greenmeadows Drive, Port Macquarie NSW 2444

**14. How can you lodge a privacy-related complaint, and how will the complaint be handled at the practice?**

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 the resolution procedure.

These can be forwarded directly to the Practice Manager at [manager@greenmeadowsmedical.com.au](mailto:manager@greenmeadowsmedical.com.au) or posted to the Practice Manager, 152 Greenmeadows Drive, Port Macquarie NSW 2444 or phoned in on 02 55251111. Our aim is to respond within a reasonable timeframe, generally no longer than 30 days of your complaint.

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 them time to respond before they investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC (Office of the Australian Information Commissioner) on 1300 363 992.

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

Our practice has a website [www.greenmeadowsmedical.com.au](http://www.greenmeadowsmedical.com.au) which adheres to all aspects of our privacy policy.

At Greenmeadows Medical, any personal information you share with us through the website, email, and social media, is handled securely and confidentially. This practice uses analytics and cookies.

**16. 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 our newsletter.
- Significant changes may be communicated directly to patients via email or other means.

Please check the policy periodically for updates. If you have any questions, feel free to contact us.

**Next Review Date:** 31 August 2026 or sooner if the privacy laws change.