



## Deakin Medical Services Privacy and Confidentiality Statement

### Overview and Purpose

Health care professionals follow strict guidelines for professional behaviour and confidentiality. At Deakin Medical Services (DMS), all personal and health information is managed in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic) Deakin University's privacy policy can be viewed on our website: [Deakin Medical Services | Students](#)

DMS operate health services on each of the university campuses. Collectively, the medical centres operate under the same Privacy Policy. The purpose of this privacy policy is to provide patients of DMS with the knowledge of how their personal information is collected and used within our practice, and the circumstances in which we may share it with third parties.

### Collection of information

When you register as a patient at our practice, you will be asked to provide consent for our GPs and practice staff to access and use your personal information. This information is stored in a secure electronic record database. You have the right to deal with us anonymously or under a pseudonym. Exceptions include if it is impracticable for you to do so, or if we are required by law to only deal with identified individuals.

Only authorised staff will have access to your information. We will always seek additional consent from you, before using or sharing your information anywhere else. Your personal information will never be shared with anyone outside of Australia (unless under exceptional services that are permitted by law). All patient information is considered private and confidential, and will therefore not be disclosed to family, friends, members of the practice team not involved in your direct care or any other people without your approval.

Each person in our practice team is bound by a confidentiality agreement, which is signed upon commencement of work at the University. Any information that is accessed or provided to an unauthorised person may result in disciplinary action.

DMS will collect your personal information to create an overall and holistic view of your health that is complete, maintained and facilitates the provision of safe and high-quality health care. It is also necessary for confirming your eligibility for our services, managing your appointments and referrals, record-keeping, billing, auditing, and claims processing.

The 'personal information' we collect will include but not limited to your name, date of birth, address/es, contact details, Medicare number, healthcare identifiers and health fund details. 'Medical information' may include medical history, results, medications, allergies, specialist care .

### Sharing and Processing of information

We use your personal information to correspond with you about your health, this can happen in a form of SMS, email, phone call or post. Your information may be disclosed to other health practitioners involved in managing your health, including in referrals to other medical and health specialists, hospital departments and allied health providers. We also receive information from your treating health practitioners including test reports, letters and correspondence.

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We may also share your personal information:

- With third parties who work with our practice for business purposes, such as accreditation agencies
- With approved data collection tools for quality improvement and bench marking purposes (deidentified aggregated data only)
- When it is required or authorised by law
- When it is necessary to prevent a serious threat to a patient's life, health, or public health safety
- When it is impractical to ask for consent
- To assist in locating a missing person
- To establish, exercise or defend an equitable claim.
- For the purpose of a confidential dispute resolution process
- When there is a statutory requirement to share certain personal information (i.e. some diseases require mandatory notification)
- While providing medical services (My Health Record or the Australian Immunisation Register (AIR))

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. This is done through secure medical software. The Practice does not record telehealth consultations.

### Your rights

Patients of this practice have the right to access their personal and health information under privacy legislation. Health services are obligated under law to give patients access to their personal health information on request and subject to certain exceptions and payment of fees (if any). Personal health information at our practice, will only be released in accordance with the relevant privacy laws and at the discretion of the patient's usual general practitioner. Although patients can request access to their information verbally, we require this request be in writing and our practice will respond within thirty (30) days. The Office of General Counsel at Deakin University will advise where there are grounds to deny a patient access to their personal health information (all or part thereof) and the reasons for denied access will be provided in writing. A fee is not charged, unless a photocopy of the health information is provided.

DMS are accredited general practices, this requires that every three years a Commonwealth-appointed medical practitioner will inspect a very small number of clinical records for quality assurance purposes. If you would like to object to your record being used for this purpose, please inform the Medical Services Manager in writing to [dsl-medicalcentre-manager@deakin.edu.au](mailto:dsl-medicalcentre-manager@deakin.edu.au)

### Feedback and contact details.

If you have any privacy concerns:

- Contact the Medical Services Manager on [dsl-medicalcentre-manager@deakin.edu.au](mailto:dsl-medicalcentre-manager@deakin.edu.au) or
- Contact [privacy@deakin.edu.au](mailto:privacy@deakin.edu.au)

If you wish to contact an external organisation:

- The Office of the Victorian Information Commissioner (OVIC) - [www.ovic.vic.gov.au](http://www.ovic.vic.gov.au) or
- The Office of the Health Services Commissioner, Victoria [www.health.vic.gov.au/hsc/index.htm](http://www.health.vic.gov.au/hsc/index.htm)

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