

# Carnegie and Malvern Medical Centre privacy policy

Current as of: 25/05/2026

## Introduction

A **patient health record** is a chronological collection of an individual's medical history, clinical findings, and personal demographic data. It serves as the primary legal and clinical repository of information documenting the healthcare services, diagnoses, and treatments provided to a patient over time.

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

## Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

## Why do we collect, use, hold and share your personal information?

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg staff training).

## What personal information do we collect?

The information we will collect and are held about a you, in paper form or electronic form, may include:

- contact 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

## Your medical records

This practice takes steps to ensure that your medical records:

- are accurate, complete, well-organized and legible
- are up to date
- contain enough information to allow another GP to care for you
- contain a summary of your care
- can be used to remind you, with your permission, to return for follow up, check-ups and reviews.

## Dealing with us anonymously

You have the right to 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.

## How do we collect your personal information?

Our practice may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration. (Our clinic has a collection statement attached to the new patient registration form)
2. During the course of providing medical services, we may collect further personal information.
  - Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, eg via Shared Health Summary, Event Summary.
  - We may also collect your personal information when you visit our website, send us an email, telephone us, make an online appointment or communicate with us using social media.
3. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
  - 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
  - your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).
  - While providing medical services, further personal information may be collected via:
    - electronic prescribing
    - My Health Record
    - online appointments.

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

We sometimes share your personal information:

- with third parties who work with our practice 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
- when it is required or authorised by law (eg 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 there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (eg via Shared Health Summary, Event Summary).

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

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

Our practice will not use your personal information for marketing any of our 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 our practice in writing.

## How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. Eg as electronic records or visual records (X-rays and photos) . Our clinic does not record Telehealth or audio-visual consultations.

Our practice stores all personal information securely. As **Digital Data** in protected information systems (Password-protected electronic medical records (EMR), encrypted cloud storage, and firewalls) and a backup in a secure environment. **Staff Controls:** Mandatory confidentiality agreements signed by all personnel.

## How can you access and correct your personal information at our 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, our practice will respond within 2 weeks. A copy of patients' medical records will be transferred on receipt of a request in writing and payment of \$30.00 (which covers cost of copying and handling).

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to Carnegie and Malvern medical center or Email: [cmmcmmedical1036@gmail.com](mailto:cmmcmmedical1036@gmail.com).

## Providing your information to others

GPs respect your right to decide how your personal information is used or shared. For example, this may be sharing your health information with specialist doctors. Personal information that identifies you will only be sent to other people with your consent, unless there are exceptional circumstances. Gaining your consent is the guiding principle used by this practice in using and sharing your information.

Our practice will not share your personal health information with anyone else or another organization unless:

- you have consented to this sharing, or
- They are legally obliged to disclose the information, in which case your GP will first discuss with you the information that she or he is legally obliged to disclose, or
  - the information is necessary for you to obtain Medicare payments or other health insurance rebates, or other healthcare providers involved in your continuity of care (e.g., specialists, pharmacists).
  - Uploads to **My Health Record** (unless you opt out).
  - Electronic prescription networks and secure digital check-in/telehealth vendors.
  - Statutory notifications required by law (e.g., infectious diseases).
  - There is an overriding public health and safety interest in the release of the information.

In the above cases, only information necessary to meet the requirements will be provided. Your health information will not ordinarily be sent overseas unless:

- you are informed and provide consent for this to occur, and
- the overseas country receiving the information has privacy laws that are very similar to the Australian Privacy Principles.

## Digital Systems & Telehealth Compliance

Our clinic utilizes online booking engines (Hotdoc)

- **Telehealth Platforms:** The audio consultations are conducted via secure, end-to-end encrypted software. **The telehealth consultations are never recorded** by the clinic without explicit, documented patient consent.

## 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 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.

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

The practice uses an AI scribe tool to support GPs take notes during their consultations with you. The AI scribe uses an audio recording of your consultation to generate a clinical note for your health record. The practice AI scribe service is Lyrebird.

- 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.

## How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have either verbally to staff or in writing. We will then attempt to resolve it in accordance with our resolution procedure. (Patients should feel free to complain anonymously if desired).

Our practice mailing address: 1036 Dandenong Road, Carnegie. VIC 3163 Tel: 03- 9572 2211.

You will get called within 2 working days and be assured that we are investigating the complaint, and the matter has not been overlooked. The complaint handling process may take around 30 days.

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on

1300 363 992.

## Policy review statement

This privacy policy will be reviewed annually to ensure it is in accordance with any changes that may occur. We will notify our patients when we amend this policy through our website.

