



Maari Ma Primary Health Care Services - Privacy Policy

Introduction

Maari Ma is committed to the privacy principles that protect the confidentiality of a patient's personal and health information that has been collected as part of delivering health care services.

The purpose of this privacy policy is to provide information to you about how your personal information (which includes your health information) is collected and used within Maari Ma, and the circumstances in which we may share it with people or organisations outside of Maari Ma.

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, Maari Ma will not share personal information with anyone else without your consent.

Why and when your consent is necessary?

When you register for services delivered by Maari Ma, you provide consent for our clinicians 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?

Maari Ma 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 about you includes your:

- names, date of birth, addresses, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- health fund details.

How do we collect your personal information?

Maari Ma may collect your personal information in several different ways.

1. When you make your first appointment, our admin staff will collect your personal information via your registration and other information such as Aboriginality.
2. During the course of providing healthcare services, we may collect further personal information.
3. We may also collect your personal information when you send us an email or SMS, telephone us, or make an online appointment.
4. 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:

All written complaints or requests can be addressed to:

Email: info@maarima.com.au

Mail: Maari Ma CEO, 2 Oxide Street, Broken Hill NSW 2880

- your carer, 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 or your health fund (as necessary).

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

We sometimes need to share your personal information that has been collected and in these circumstances we will seek your consent before doing so:

- when requested by, or communicating with, other healthcare providers, during the course of providing medical services
- for the purpose of managing a confidential dispute or complaint
- when uploading information to your My Health Record.
- to establish, exercise or defend a legal matter.

There are occasions when we will be required to share your information without seeking your consent and these are examples of when this could happen:

- with other people/organisations who work with Maari Ma for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with the Australian Privacy Principles and this privacy policy
- 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
- when there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification).

Maari Ma may use your personal information to improve the quality of the services we offer to the community through research and analysis of our patient data.

We regularly provide de-identified data to other organisations to improve population health outcomes (such as National Key Performance Indicator data). The information is stored securely and individuals cannot be identified. You can let our admin staff know if you do not want your information included.

How do we store and protect your personal information?

Your personal information is stored in an electronic record, on a computer server located on-site and protected by hardware and software security that is designed to reduce the risk of cyber security breaches.

All personal information held in electronic form is:

- password and firewall protected, and backed up regularly
- accessible by staff only on a "need to know" basis, and
- not taken off site unless authorised and for a specified purpose.

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.

Maari Ma acknowledges patients may request access to their medical records. We require you to put this request in writing and we will respond within 30 days.

Maari Ma will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we may ask you to verify that your personal information held by us is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to medicalrecords@maarima.com.au.

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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 in writing. We will then attempt to resolve it in accordance with our resolution procedure.

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You may also contact the Office of the Australian Information Commissioner (OAIC). Generally, the OAIC will require you to give them time to respond before it will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992.

References

- Privacy Act 1988 (Cth) ("Privacy Act")
- Australian Privacy Principles (Jan 2014)
- Privacy and Personal Information Act 1998 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)
- Freedom of Information Act 1989 (NSW)

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