

# *Riddell Country Practice*

9 Station Street, Riddells Creek VIC 3431 ph: 03 5428 7591 fax: 03 5428 7592 email: reception@riddellcp.com.au

ABN: 13 852 664 841

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## **PRIVACY AND HEALTH INFORMATION COLLECTION POLICY**

### **WHAT AND WHY YOUR HEALTH INFORMATION IS COLLECTED**

As a patient of our medical practice we require you to provide us with your personal details and a full medical history, so that we may properly assess, diagnose, treat and be proactive in your health care needs.

We obtain your consent to collect personal information about you and to use the information you provide in the following ways when you fill out the New Patient Registration Form

- Administrative purposes in running our medical practice.
- Billing purposes, including compliance with Medicare and Health Insurance Commission requirements.
- Disclosure to others involved in your healthcare including treating doctors and specialists outside this medical practice. This may occur through referral to other doctors, or for medical tests and in the reports or results returned to us following referrals.
- Disclosure to other doctors in the practice, locums etc. attached to the practice for the purpose of patient care and teaching.
- For research and quality assurance activities to improve individual and community health care and practice management. Usually information that does not identify you is used but should information that will identify you be required you will be informed and given the opportunity to "opt out" of any involvement.
- To comply with any legislative or regulatory requirements e.g. notifiable diseases.
- For reminder letters which may be sent to you regarding your health care and management.

### **HOW THE PRACTICE MAINTAINS THE SECURITY OF YOUR INFORMATION**

We aim to protect the privacy and secure storage of your health information and we do this via the following means:

- Education, training and compliance of all our staff to current Privacy Principles and legislative requirements of the Privacy Act pertaining to health information.
- Current Computer Security Systems internally and externally monitored 24/7 offsite by a dedicated IT company compliant to industry standards.
- Ensuring all electronic communication is via encrypted means only.
- Refusing to disseminate/accept information about you without your consent and knowledge.

### **WHO WILL ACCESS YOUR HEALTH INFORMATION**

With your permission:

- GPs, Practice Manager, Practice nurses, GP Registrars, medical students and Allied health professionals may have full access to patient health records to ensure the provision of quality patient care.
- Administrative Staff have restricted access to your information set at a level relevant to their role.

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## **YOU CAN GAIN ACCESS TO YOUR HEALTH INFORMATION AT RIDDELL COUNTRY PRACTICE BY:**

- Requesting access with your treating Doctor directly,
- Providing a written request to the Practice Manager, who will discuss your request with your treating Doctor and arrange appropriate access.

## **RIDDELL COUNTRY PRACTICE GAINS PATIENT CONSENT PRIOR DISCLOSING HEALTH INFORMATION TO RELEVANT THIRD PARTIES OR ANOTHER MEDICAL PRACTICE OR HEALTH FACILITY BY:**

- Requesting you to sign the specific section at the top of our New Patient Registration Form when you first join the Practice consenting to this form of health information dissemination.
- Your treating clinician – either GP, Practice Nurse or Allied Health Provider will directly ask for your consent, which will be documented in your medical record for all those with authorized access to view

## **AI TOOLS TO CAPTURE MEDICAL INFORMATION**

With the introduction of AI tools to capture medical information, Riddell Country Practice uses Heidi.

The purpose of Heidi:

- Heidi is used to assist with documenting the consultation, capturing only what is necessary for accurate medical records.
- Heidi supports but does not replace the clinician's professional judgement. All medical decisions are made solely by the clinician.
- Conversations are transcribed simultaneously meaning no recordings are stored.
- Your data is processed and stored in your jurisdiction and in accordance with applicable privacy laws.
- None of the data is used for secondary purposes.
- Data undergoes rigorous de-identification process to remove personal identifiers.
- Data is handled securely, with encryption and regular audits to ensure compliance.
- Heidi is compliant with the Australian Privacy Principles and the Privacy Act. Information management systems are ISO27001 accredited for data security.
- You can choose to opt-out of the use of Heidi at any time.

For more information visit [heidihealth.com](https://heidihealth.com)

## **YOU CAN REQUEST TO HAVE YOUR HEALTH INFORMATION SENT TO ANOTHER MEDICAL PRACTICE**

- Simply provide your treating Doctor or the Practice Manager with a written request to do so
- Riddell Country Practice has a form you can fill out with this request and you can obtain this from our friendly Reception staff.

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## **HOW LONG DO WE KEEP YOUR HEALTH INFORMATION?**

- Your information remains current as long as you are an active patient at Riddell Country Practice. The definition of ACTIVE = 3 attended appointments in 2 years.
- If you are over 18 years of age, there is a legislative requirement to keep your health information for a period of 7 years once you have become inactive at Riddell Country Practice.
- If you have been a patient prior turning 18, we then keep your health information for a further 7 years after you turn 18.

## **THE PROCESS FOR ADDRESSING COMPLAINTS WITH REGARDS PRIVACY RELATED MATTERS AT RIDDELL COUNTRY PRACTICE**

- You are more than welcome to submit an anonymous complaint if you so desire
- You can contact your treating GP or the Practice Manager to discuss your complaint in person or over the phone. All complaints are discussed at a management level and either a Principal or the Practice Manager will follow this up with you in a timely manner.
- You can submit a written complaint stating your concerns with the same follow up as above.
- You can access the following website and follow the instructions:  
<http://www.privacy.vic.gov.au/privacy/web2.nsf/files/complaint-handling-under-the-information-privacy-act>

## **OTHER RELEVANT PRIVACY INFORMATION & PRINCIPLES CAN BE ACCESSED VIA:**

- Website: <http://www.oaic.gov.au>
- Phone: 1300 363 992