



NORTHSIDE CLINIC

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Privacy Policy

This practice is bound by the Federal Privacy Act (1988) and Australian Privacy Principles, and also complies with the Victorian Health Records Act (2001). This Privacy Policy is to provide information to you, on how your personal information (which includes your health information) is collected and used within Northside Clinic, and the circumstances in which we may share it with third parties.

What personal information do we collect?

The information we will collect about you includes:

- 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 healthcare identifiers.
- Health fund details.

How do we collect your personal information?

Our practice will collect your personal information:

- When you make your first appointment our practice staff
 - will collect your personal and demographic information via your registration.
- During the course of providing medical services, we may collect further personal information.
- 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. 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 Veteran's Affairs (as necessary)
- 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 our premises for security and safety purpose

Why and when your consent is necessary

When you register as a patient of Northside Clinic, you provide consent for 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?

Northside Clinic 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.

Who do we share your personal information with?

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 (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 there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)
- During the course of providing medical services, through Electronic Transfer of Prescriptions (eTP), MyHealth Record/PCEHR system (e.g. via Shared Health Summary, Event Summary).

Only people that 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.

Northside Clinic 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 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.

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.

What and how are Artificial Intelligence (AI) Scribes used?

An artificial intelligence (AI) scribe is a tool that can automate parts of the clinical documentation process for a medical practitioner. AI scribes can convert a conversation with a patient into a clinical note, summary, or letter that can be incorporated into the patient's health record.

An AI scribe cannot completely replace the work a general practitioner (GP) undertakes to prepare clinical documentation. The output of an AI scribe must be carefully checked for accuracy by a GP, as it can produce errors and inconsistencies. GPs are ultimately responsible for ensuring that the patient health record is accurate and up-to-date

AI scribes use a microphone to capture speech that is taking place during a clinical encounter, then convert the audio data into text.

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. Northside has approved the use of AI scribe services is Heidi Health and Lyrebird Health.

Heidi/Lyrebird:

- does not share information outside of Australia
- does not store any audio files
- does not use any data to train its AI
- removes sensitive, personal identifying information as part of the transcription
- complies with the Australian Privacy Principles

The practice will only use data from our digital scribe service to provide healthcare to you.

Doctors must obtain a patient's consent to use AI scribe at the beginning of each consultation. Consent may be verbal and should be documented in the clinical notes for that consultation. Consent can be withdrawn at anytime.

Heidi Health is the only AI scribe that is used and no generative AI will be used by clinicians or staff as part of our professional practice.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. As paper records, as electronic records, as visual (X-rays, CT scans, videos and photos), as audio recordings. Northside Clinic stores all personal information securely.

Information in electronic format, is stored in protected information systems. Hard copy format records are stored in a secured environment. We use passwords, secure cabinets, for electronic data and confidentiality agreements for staff and contractors.

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 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. We acknowledge patients may request access to their medical records. We require you to put this request in writing either by letter or email and we will respond within 30 days.

Northside Clinic 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 your personal information held by our practice is correct and up to date. You may also request that we correct or update your information, and you should make such requests in writing to the reception team at admin@northsideclinic.net.au.

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.

All complaints should be addressed to the Practice Manager and emailed to admin@northsideclinic.net.au or alternatively a letter can be posted to 370 St Georges Road Fitzroy North, Victoria 3068. You should receive a response within 30 days of lodging your complaint or concern.

You may also contact the OAIC. Generally the OAIC will require you to give them time to investigate, before they will respond. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992, between 10:00am and 4:00pm, Monday to Thursday.