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## Alkimos Family Practice

### Privacy Policy

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#### *Purpose*

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

#### **What is a patient health record?**

A patient health record is a collection of information held about a patient. This can be electronic or in paper form. A patient health record may contain:

- Contact and demographic information
- Medical history, treatment notes and observations
- Correspondence, imaging and investigations
- Prescription records and medication charts
- Insurance, legal and work health and safety information.

#### **Collection of personal information**

Alkimos Family 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 (e.g., 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
- Healthcare identifiers
- Health fund details.

### **Why and when consent is necessary**

When you register as a patient with Alkimos Family 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.

### **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. Anonymity is not practicable during the following situations but is not limited to: mandatory reporting, access to patient information and billing purposes.

### **How do we collect your personal information**

Alkimos Family Practice may collect your personal information in several different ways.

- 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-consult documentation tools such as Heidi. Heidi allows for accurate and efficient note taking during consultation. This tool allows the focus to remain on the patient to optimise the quality of care.
- 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).

### **Closed-Circuit Television (CCTV) Usage**

Our medical centre uses Closed-Circuit Television (CCTV) throughout selected internal and external areas of the premises. CCTV is used in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and relevant Western Australian legislation.

#### *Information Collected*

We collect video footage via CCTV cameras located in common and publicly accessible areas

of the practice. CCTV does not record audio, clinical consultations, or private treatment spaces. The footage may capture images of patients, visitors, staff, contractors, and any individual who enters the premises.

#### *Purpose of Collection*

CCTV footage is collected for the following purposes:

- To ensure the safety and security of patients, visitors, and staff.
- To protect property and deter unlawful or unsafe behaviour.
- To assist in reviewing and investigating incidents, complaints, or security concerns.
- To support law-enforcement investigations where required.

We do not use CCTV footage for any purpose unrelated to safety, security, or incident review.

#### *Disclosure of CCTV Footage*

Access to CCTV footage is strictly limited. Footage may be disclosed only to:

- Authorised practice management or security personnel for security-related purposes.
- Law enforcement agencies (e.g., WA Police) where legally required or permitted.
- Insurers or legal representatives where necessary for incident or claim investigation.
- Footage is not shared with third parties for marketing, commercial, or non-security purposes.

#### *Storage, Security & Retention*

CCTV footage is stored securely in an encrypted digital system accessible only by authorised personnel. We take reasonable steps to protect footage from loss, misuse, interference, and unauthorised access.

### **Referrals and Health Summaries**

During consultation, our doctors may refer you to an external provider to further investigate or treat a condition you may have. In this case, only the relevant information will be included on the referral. We do not send your entire health history or the full file we hold. Referral letters are critical in integrating the care of patients with external healthcare providers. As per the RACGP's Standards for general practices,

Our Referral letters must:

- Include the name and contact details of the referring doctor and the practice
- Be legible
- Include the patient's name and date of birth, and at least one other patient identifier
- Explain the purpose of the referral
- Contain enough information (relevant history, examination findings and current management) so that
- The other healthcare provider can provide appropriate care to the patient
- Not include sensitive patient health information that is not relevant to the referral
- Include a list of known allergies, adverse drug reactions and current medicines
- Identify the healthcare setting to where the referral is being made (e.g., the specialist consultancy).

If appropriate, referrals could also contain:

- The name of the healthcare provider to whom the referral is being made, if known
- Any relevant information that will help other healthcare providers deliver culturally safe and respectful care (e.g., language spoken, the need for an interpreter or other communication requirements).

### **Documentation automation technologies**

Alkimos Family Practice uses a technology called Heidi. Heidi is not an audio recording device, it is a voice to text technology used during consultation with the aim of providing a higher-quality service to the patients, allowing the health care professional to focus more on the patient and less on typing. Heidi captures the details of the conversation efficiently and accurately.

Heidi does not replace your doctors professional judgment, it is simply used as a tool to aid with capturing more accurate medical records.

None of the information is used for secondary purposes, and your data is stored in accordance with applicable privacy laws.

Patient consent is required and this is an optional check box on the new patient registration form. Please note, patients can opt-out of the use of Heidi at any point during consultation.

### **Sharing personal information**

Alkimos Family Practice will sometimes need to 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 Australian Privacy Principles (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 (e.g., some diseases require mandatory notification)
- During the course of providing medical services, through electronic transfer of prescriptions (eTP), My Health Record (e.g., via Shared Health Summary, Event Summary, Script Check WA).

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, Alkimos Family 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.

Alkimos Family 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.

Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organisations to improve population health outcomes. The information is secure, patients cannot be identified, and the information is stored within Australia. You can let our reception staff know if you do not want your information included.

### **Storing personal information**

Your personal information may be stored at Alkimos Family Practice in various forms, however, is predominantly in electronic form unless provided by you or other health professionals in other forms.

Our practice stores all personal information securely. Passwords are individualized and all staff and contractors' complete confidentiality agreements as part of their employment.

### **Accessing your personal information**

You have the right to request access to, and correction of, your personal information.

Alkimos Family Practice acknowledges patients may request access to their medical records.

We require you to put this request in writing and it can be sent via email, traditional mail or presented in person.

Alkimos Family Practice will endeavor to respond within a reasonable time (30 days). There may be a fee to cover the costs associated with providing this information. We will take reasonable steps to correct your personal information where the information is inaccurate or up to date. From time to time, we will ask you to verify that your personal information held by Alkimos Family Practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing via email or complete the *change of details form*.

### **Privacy related complaints**

Alkimos Family Practice takes complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. You can obtain a Complaint/ Feedback form from reception or email [reception@alkimosfamilypractice.com.au](mailto:reception@alkimosfamilypractice.com.au)

We will then attempt to resolve it in accordance with our *resolution procedure*. We will attempt to resolve all complaints within 30 days and will endeavor to contact you within 5 business days. If you wish to deal with the practice manager directly, please email [manager@alkimosfamilypractice.com.au](mailto:manager@alkimosfamilypractice.com.au)

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.

**Privacy on our website**

Our website records visits to the site for analytical purposes and no personally identifiable information is retained by [www.alkimosfamilypractice.com.au](http://www.alkimosfamilypractice.com.au)

Our online booking provider HotDoc retains information for the purposes of providing healthcare appointments and adheres to the Australian Privacy Principles (APPs), this can include credit card information.

**Review details**

This policy was adopted by Alkimos Family Practice in April 2025

Review: December 2025

Next Review: December 2026

For further information on this policy please contact management.