

Maranoa Medical Privacy Policy

Current as of: July, 2025

Introduction

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.

Who can I contact about this policy?

For enquiries concerning this policy, please contact the Practice Manager via telephone 0746222266 or email info@maranoamedical.com.au

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, store 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 (e.g. staff training). We also participate in providing de identified information to the PHN via Primary Sense. This information is used to identify gaps in services in the SW Qld region and to provide information to government bodies to identify future health needs. This information is reported regionally and not as an individual practice.

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.

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. You must advise the reception staff when you arrive so that we are aware of your needs.

How do we collect your personal information?

Our practice will collect your personal information:

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, we may collect further personal information. Our practice does have access to the Myhealth Record eg via Shared Health Summary, Event Summary. We also offer e-scripts, e-pathology, e-referrals to our patients.
3. We may also collect your personal information when you send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
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:
 - 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 Records
 - Online appointments
 - Photos and medical images: These can be taken using personal devices for medical purposes, following guidelines in our guide on using personal devices for medical images.

When why and with whom 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 (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 (e.g. some diseases require mandatory notification)
- during the course of providing medical services, through e-scripts, e-pathology, e-referrals, My Health Records system (e.g. via Shared Health Summary, Event Summary).

We also participate in providing de-identified information to the PHN via Primary Health Sense. This information is used to identify gaps in services in the SW Qld region and to provide information to government bodies to identify future health needs. This information is reported regionally and not as an individual practice

- 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.

Will your information be used for marketing purposes?

- 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 is your information used to improve services?

- The practice may use your personal information to improve the quality of the service 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 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.
- 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 [Medical Object, Healthlinks]
- 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 may in future 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. We will advise you when this will commence
- The practice will only use data from our digital scribe service to provide healthcare to you.

How do we store and protect your personal information?

- Your personal information may be stored at our practice in various forms via electronic records and as visual (X-rays, CT scans, videos and photos),
- Our practice stores all personal information securely in an electronic format. All systems have password protection and all staff members are bound by confidentiality agreements and are instantly dismissed if it is breached.

How can you access and correct your personal information at our practice?

You have the right to access and correct your personal information.

- Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing the practice manager or your preferred doctor and our practice will respond within 14 days. We will request that you come and make an appointment with a doctor to discuss these records to clarify any concerns the patient may have A fee may be charged to cover the cost of providing access e.g. copying or printing records It is unlawful to charge a fee for requesting access to personal health information
- 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 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 Practice Manager via post or email info@maranoamedical.com.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. This can be done by calling and making an appointment with the Practice Manager (0746222266) or via mail (PO Box 110, Roma 4455) or email (info@maranoamedical.com.au). We will respond to your correspondence within 7 days (non-urgent) or if it is an urgent medical issue (will be attended to on the day the complaint is received)
- You may also contact the OAIC (Office of the Australian Information Commission). Generally the OAIC will require you to give them time to respond, before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363992. If you wish to contact the Health Ombudsman the details are

Office of the Health Ombudsman

P.O.Box 13281, George St,

Brisbane, QLD 4003

Phone: 133646 or www.oho.qld.gov.au

Privacy and our website

Our practice has a website www.maranoamedical.com.au. We do not gather private information through this website. We respond to any emails sent to us via the email address sent but we do not gather information via this site

Policy review statement

Our privacy policy is regularly reviewed to ensure compliance with current obligations.

If any changes are made:

- They will be reflected on the website or notice board
- Significant changes may be communicated directly to patients via email or other means.

Please check the policy periodically for updates. If you have any questions, feel free to contact us.