

Silkstone Doctors Privacy Policy

Current as of: 18/8/25

The objective of this document is to provide you, our patient, with clear information on how your personal information is collected and used within the practice. Occasionally we also need to share your personal information to involve others in your healthcare and this policy outlines when, how, and why we share your information.

1. Who can I contact about this policy?

For enquiries concerning this policy, you can contact **Silkstone Doctors on 07 3894 2240 or email us on info@silkstonedoctors.com.au**

2. When and why is your consent necessary?

When you register as a patient of this practice, you provide consent for the GPs and practice staff to access and use your personal information to facilitate the delivery of healthcare. Access to your personal information is restricted to practice team members who require it for your care. If we ever use your personal information for purposes other than outlined in this document, we will obtain additional consent from you.

It is important to us that as our patient, you understand why we collect and use your personal information.

By acknowledging this Privacy Policy you consent to us collecting, holding, using, retaining and disclosing your personal information in the manners described below.

3. Why do we collect, use, store, and share your personal information?

The practice collects, uses, stores, and shares your personal information primarily to manage your health safely and effectively. This includes providing healthcare services, managing medical records, and ensuring accurate billing and payments. Additionally, we may utilise your information for internal quality and safety improvement processes such as practice audits, accreditation purposes, and staff training to maintain high-quality service standards.

4. What personal information is collected?

The information we will collect about you includes your:

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

5. Can you deal with us anonymously?

You can 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. Please note for any services, you will not be able to utilise Medicare benefits anonymously as services linked to Medicare (including bulk-billing and rebates) must be linked to an eligible Medicare card and identity.



Dealing with general practices anonymously

The Privacy Act requires patients to be provided with the option of not identifying themselves, or of using a pseudonym, when dealing with a practice unless it is impracticable to do so. Information about this should appear in the practice privacy policy.

The Privacy Act 1988 requires practices to consider whether it is practical to give patients the option of not identifying themselves, or using a pseudonym. However, practices do not have to deal with patients anonymously or pseudonymously. The OAIC website provides further information in this topic [here](#).

6. How is personal information collected?

The practice may collect your personal information in several different ways:

When you make your first appointment, the practice team will collect your personal and demographic information via your registration.

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, including:

- 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 (if relevant).
- 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
- **Photos and medical images:** These can be taken using personal devices for medical purposes, following the guidelines outlined by RACGP 5th edition and our guide on using personal devices for medical images.
- [RACGP - Using personal mobile devices for clinical photos in general practice](http://www.racgp.org.au/running-a-practice/technology/mobile-devices-to-support-care/using-personal-mobile-devices-for-clinical-photos)
www.racgp.org.au/running-a-practice/technology/mobile-devices-to-support-care/using-personal-mobile-devices-for-clinical-photos

We will always comply with privacy obligations when collecting personal information from third-party sources. This includes ensuring transparency with patients, obtaining necessary consents, maintaining data accuracy, securing the information and using it only for specific purposes.

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

We sometimes share your personal information:

- with third parties 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 (e.g. In referral letters)
- 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 it is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)
- When it is provision of medical services, through electronic prescribing, My Health Record (e.g. via Shared Health Summary, Event Summary).

Only people who need to access your personal information will be able to do so. Other than providing medical services or as otherwise described in this policy, the practice will not share personal information with any third party without your consent.

We do not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

8. Will your information be used for marketing purposes?

The practice will not use your personal information for marketing any 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 the practice in writing.

9. 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.

10. 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; Smart Referrals, Best Practice, PenCat and Medical Objects.

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](#).

11. How are Artificial Intelligence (AI) Scribes used?

The practice may use 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. Please ask reception for our current AI scribe service/s details.

- Our Ai Scribe does not share information outside of Australia
- Our Ai Scribe destroys/stores the audio file once the transcription is complete.
- Our Ai Scribe removes/retains sensitive, personal identifying information as part of the transcription

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

12. How is your personal information stored and protected?

Your personal information may be stored in various forms:

Paper records

Electronic Records

Visual Records

Audio Records

The practice stores all personal information securely:

Paper or hard copy records are secured and locked outside of business hours and monitored by staff and/or CCTV during business hours.

Electronic records (including but not limited to written, visual & audio) are protected by multilayer security measures that can be audited for any breaches.

All staff are required to undergo training and sign privacy & confidentiality agreements. Breaches of these agreements are considered notifiable and may result in immediate dismissal.

13. How can you access and correct your personal information at the practice?

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

The practice acknowledges patients may request access to their medical records. Requests for access are to be received in writing either by letter or email with your full name, date of birth & signature. For corrections these can be done in person provided you pass the ID checks.

The practice will respond to any requests to access or correct your personal information within a reasonable timeframe.

The practice may charge a fee for obtaining a copy of your records based on the number of pages (please note these fees are not the same for medico-legal requests for records):

<i>Printed Pages</i>	<i>Fee</i>
<i>0 - 50</i>	<i>\$50</i>
<i>51 - 100</i>	<i>\$75</i>
<i>101 - 200</i>	<i>\$100</i>
<i>201 - 300</i>	<i>\$150</i>
<i>301 - 700</i>	<i>\$200</i>
<i>701+</i>	<i>+ \$50 per additional 100 pages</i>
<i>Health Summary</i>	<i>Free</i>

The practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. Sometimes, we will ask you to verify your personal information held by the practice is correct and current.

14. How can you lodge a privacy-related complaint, and how will the complaint be handled at the practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have. We will then attempt to resolve it in accordance with the resolution procedure. Please email pm@silkstonedoctors.com.au

If you do not feel we have resolved your issue You may also contact the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner will require you to give them time to respond before they investigate. For further information visit www.oaic.gov.au or call the OAIC (Office of the Australian Information Commissioner) on 1300 363 992.

You can also contact the Office of the Health Ombudsman on 133 646 or visit their website for further options www.oho.qld.gov.au

15. How is privacy on the website maintained?

At Silkstone doctors any personal information you share with us through website, email, Hotdocs and social media, is handled securely and confidentially. This practice uses analytics and cookies.

16. 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.
- 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.