

Privacy Policy

Garden City Medical Services Pty Ltd (ACN 161 469 254) (“**Garden City Medical Centre**”) is subject to the Privacy Act 1988 (Cth) (as from 21 December 2001). Garden City Medical Centre is also subject to similar State legislation operating in some States and Territories of Australia. This document sets out Garden City Medical Centre’s Privacy Policy.

By attending this medical centre, you consent to your personal information being collected, stored and used in accordance with this Privacy Policy.

Health service providers are independent

Garden City Medical Centre is in the business of providing exceptional clinical care for all those who require general practice services. In conducting its business Garden City Medical Centre makes its premises available to health service providers. The health service providers and Garden City Medical Centre are not partners and are not in an employee-employer relationship and each health service provider, in providing health services and doing other things, is at all times an independent contractor and not doing so as the servant or agent or otherwise on behalf of Garden City Medical Centre.

Patient records

All patient records are the property of Garden City Medical Centre (and not the property of either the patient or the health service provider). This requirement assists, if the need arises, other health service providers in the medical centre in continuing the management of a patient’s needs.

What type of personal information is collected and how is it collected?

Garden City Medical Centre collects personal information, such as your name, address, date of birth, contact numbers, and Medicare number. Commonly this is collected by a clerical employee of Garden City Medical Centre, such as a receptionist. Other personal information, particularly health information, is collected by the independent health service providers in a medical centre and recorded on the patient records that belong to Garden City Medical Centre. Sometimes health information is received, and placed on those patient records, from health service providers who are external to the medical centre. Examples of this are records of specialists or pathology reports.

Purposes of having your personal information

The importance of health service providers sharing personal information about a patient, during the provision of health services to that patient, is widely accepted by the community. In the health sector, the flow of personal information usually occurs in accordance with concepts such as sharing within the “treating team” or on a “need to know basis”. Under this approach health service providers share necessary information to deliver optimum patient care. For such health service providers, the use and disclosure of personal information is already bound by codes of practice of their professions. Garden City Medical Centre’s purpose in holding your personal information (including health information) is:

Provision of health services to you

- to enable that information to be available to those health service providers (whether in the medical centre or external to it) who need access to the information in order for such health service providers to provide health services to you; and

Administration

- to enable Garden City Medical Centre to charge, bill and collect fees, on behalf of health service providers, in respect of the health services those health service providers provide you; and
- to enable Garden City Medical Centre to charge, bill and collect fees from health service providers in respect of the non-health services Garden City Medical Centre provides to those health service providers; and
- to enable Garden City Medical Centre to gain an understanding of the types of health services, in general, that are needed by patients at large so that the health services available at a medical centre keep meeting patient needs; and
- to enable Garden City Medical Centre to implement management functions in respect of the medical centre, including service-monitoring, quality assurance activities, complaint handling, planning, evaluation and accreditation activities; and

Regulatory purposes

- to fulfil all legal and other regulatory requirements of Garden City Medical Centre, including disclosure to a court or similar body, lawyers or insurers, where court or similar proceedings are on foot or anticipated ; and
- to hold patient records available for health service providers where they are required to maintain such records under legal and other regulatory requirements; and

Supplying bulk de-identified health information

- to enable Garden City Medical Centre to provide third parties with a quantity of de-identified health information. Before any health information is provided to a third party it is de-identified, that is, the name and address of the patient and any other information that could otherwise allow an individual to be identified, is removed from the health information. That de-identified information is then aggregated with the de-identified health information in respect of other patients. The third party (eg, Medicare Local) uses the bulk de-identified information it receives from Garden City Medical Centre for the business purposes of the third party (eg, analysis of statistics, planning and management of their health services business).

Disclosure of personal information

Garden City Medical Centre will not disclose your personal information to any third party, except in the following circumstances:

- it is for the purpose of provision of health services to you, as described above; or
- it is for a regulatory purpose described above; or
- it is part of bulk de-identified health information, as described above; or
- it is otherwise required by law.

How you can access your personal information

On request, you may have access to your personal information held by Garden City Medical Centre, except in circumstances where access may be denied under the Privacy Act or other law. Examples of these circumstances are:

- where providing access will pose an unreasonable impact on the privacy of another individual; or
- where your request for access is frivolous or vexatious; or
- where the information relates to existing or anticipated legal proceedings between Garden City Medical Centre and you, and the information would not be accessible by the process of discovery in those legal proceedings; or
- where providing access would be unlawful, would pose a threat to the life or health of an individual, may prejudice an investigation of possible unlawful activity, may prejudice enforcement of laws, or denying access is specifically authorised by law.

To make a request for your personal information, please contact the Privacy Officer of Garden City Medical Centre in writing (contact details below). Garden City Medical Centre will endeavour to acknowledge a request for access to personal information within 14 days and provide the information requested within 30 days.

If personal information is provided to you as the result of a request, you will be charged a fee for costs incurred in providing that information such as photocopying, the administration time involved in processing your request, and postage.

If access is denied Garden City Medical Centre will provide you with reasons for its decision.

How you can correct your personal information

If you believe that the personal information Garden City Medical Centre holds about you is inaccurate, incomplete or not up-to-date please, let Garden City Medical Centre know. Provided Garden City Medical Centre agrees with you, Garden City Medical Centre will correct it. In the case of health information you allege is incorrect, Garden City Medical Centre will consult relevant health service providers about the matter. If Garden City Medical Centre does not agree with you, Garden City Medical Centre will place a statement of what you allege is correct where that information is kept and accessed.

Currency of this Privacy Policy

Garden City Medical Centre reserves the right to change this Privacy Policy at any time. The varied policy terms will be made available to all patients at the reception counter of the medical centre. They will apply to each patient from the date that patient next visits the medical centre after the new policy was made available. You accept that by doing this, Garden City Medical Centre has provided you with sufficient notice of the variation and agree you will be provided with no separate notification.

This Privacy Policy was updated on 11 February 2014.

How to contact us

If you have any queries or complaints with regard to our collection, use or management of your personal information, please contact:

Privacy Officer (General Manager)
Garden City Medical Services Pty Ltd
Shop 2085, Westfield Garden City
Cnr Logan & Kessels Roads,
Upper Mt Gravatt Qld 4122.