

## **Amaranta Family Practice**

### **Practice Privacy Statement**

This Practice wants to ensure the highest standard of medical care for our patients. We understand that a General Practice is a trusted community governed by an ethic of privacy and confidentiality. Our approach is consistent with the Medical Council guidelines and the privacy principles of the Data Protection Regulations. It is not possible to undertake medical care without collecting and processing personal data and data concerning health. In fact, to do so would be in breach of the Medical Council's 'Guide to Professional Conduct and Ethics for Doctors'. This leaflet is about advising you of our policies and practices on dealing with your medical information.

### **Legal Basis for Processing Your Data**

This practice has voluntarily signed up for the ICGP Data Protection Guideline for GPs. The processing of personal data in general practice is necessary in order to protect the vital interests of the patient and for the provision of health care and public health. You can access the Guideline at <http://www.icgp.ie/data>. In most circumstances we hold your data until 8 years after your death or 8 years since your last contact with the practice. There are exceptions to this rule and these are described in the Guideline referenced above.

### **Managing Your Information**

In order to provide for your care here we need to collect and keep information about you and your health on our records.

- We retain your information securely.
- We will only ask for and keep information that is necessary. We will attempt to keep it as accurate and up to-date as possible. We will explain the need for any information we ask for if you are not sure why it is needed.
- We ask you to inform us about any relevant changes that we should know about. This would include such things as any new treatments or investigations being carried out that we are not aware of. Please also inform us of change of address and phone numbers.
- All persons in the practice (not already covered by a professional confidentiality code) sign a confidentiality agreement that explicitly makes clear their duties in relation to personal health information and the consequences of breaching that duty.
- Access to patient records is regulated to ensure that they are used only to the extent necessary to enable the secretary or manager to perform their tasks for the proper functioning of the practice. In this regard, patients should understand that practice staff may have access to their records for:
  1. Identifying and printing repeat prescriptions for patients. These are then reviewed and signed by the GP.
  2. Generating a sickness certificate for the patient. This is then checked and signed by the GP.

3. Booking appointments via the Cliniko online booking platform. IF you have signed up for an online appointment this information is used by the practice to record your attendance at the practice.
4. Typing referral letters to hospital consultants or allied health professionals such as physiotherapists, occupational therapists, psychologists and dietician.
5. Opening letters from hospitals and consultants. The letters could be appended to a patient's paper file.
6. Scanning clinical letters, radiology reports and any other documents not available in electronic format.
7. Downloading laboratory results and Out of Hours Co-op (ie East Doc and Doctor on Duty reports).
8. Photocopying or printing documents for referral to consultants, attendance at an antenatal clinic or when a patient is changing GP.
9. Checking for a patient if a hospital or consultant letter is back or if a laboratory or radiology result is back, in order to schedule a conversation with the GP.
10. When a patient makes contact with a practice, checking if they are due for any preventative services, such as vaccination, ante natal visit, contraceptive pill check, cervical smear test, etc.
11. Handling, printing, photocopying and postage of medico legal and life assurance reports, and of associated documents.
12. Sending and receiving information via Healthmail, secure clinical email.
13. And other activities related to the support of medical care appropriate for practice support staff.

### **Disclosure of Information to Other Health and Social Care Professionals**

We may need to pass some of this information to other health and social care professionals in order to provide you with the treatment and services you need. Only the relevant part of your record will be released. These other professionals are also legally bound to treat your information with the same duty of care and confidentiality that we do.

### **Disclosures Required or Permitted Under Law**

The law provides that in certain instances personal information (including health information) can be disclosed, for example, in the case of infectious diseases. Disclosure of information to Employers, Insurance Companies and Solicitors: In general, work related Medical Certificates from your GP will only provide a confirmation that you are unfit for work with an indication of when you will be fit to resume work. Where it is considered necessary to provide additional information we will discuss that with you. However, Department of Social Protection sickness certs for work must include the medical reason you are unfit to work.

In the case of disclosures to insurance companies or requests made by solicitors for your records we will only release the information with your signed consent.

### **Use of Information for Training, Teaching and Quality Assurance**

It is usual for GPs to discuss patient case histories as part of their continuing medical education or for the purpose of training GPs and/or medical students. In these situations the identity of the patient concerned will not be revealed.

In other situations, however, it may be beneficial for other doctors within the practice to be aware of patients with particular conditions and in such cases this practice would only communicate the information necessary to provide the highest level of care to the

patient.

### **Use of Information for Research and Audit**

It is usual for patient information to be used for research and audit in order to improve services and standards of practice. GPs on the specialist register of the Medical Council are required to perform yearly clinical audits. Information used for such purposes is done in an anonymised or pseudonymised manner with all personal identifying information removed.

If it were proposed to use your information in a way where it would not be anonymous or the Practice was involved in external research we would discuss this further with you before we proceeded and seek your written informed consent. Please remember that the quality of the patient service provided can only be maintained and improved by training, teaching, audit and research.

### **Your Right of Access to Your Health Information**

You have the right of access to all the personal information held about you by this practice. If you wish to see your records, in most cases the quickest way is to discuss this with your doctor who will review the information in the record with you. You can make a formal written access request to the practice and receive a copy of your medical records. These will be provided to you within thirty days, without cost.

### **Cliniko**

Should you choose to book an appointment with the practice via our online booking system - and please note this is not necessary, appointments can be booked by phoning the practice directly on 012785866 - the information you provide is processed under Cliniko's privacy policy listed below:

## **Cliniko Privacy Policy**

### **Collection of information**

Red Guava Pty Ltd (the company behind Cliniko) collects personal information about you in a variety of ways when you visit our website, use our web application, or deal with us by email or on the phone. This information may include your name and contact information and other information relating to your account with us, such as your credit card details.

We also automatically receive and record information when you visit our website, such as your IP address and information stored in cookies on your computer hard-drive.

### **Use of information**

The personal information we collect is used to provide you with services you request and to operate our business efficiently. We use it for billing, identification, authentication, service improvement, research, and also for contacting you when necessary.

We may use your personal information to advise you of new or updated products or services or special offers or promotions that you may be interested in. You can contact us at any time to let us know that you do not want us to use your information for this purpose.

If you do not provide personal information to us we may not be able to provide our services or services most suited to your needs.

## **Information sharing**

We may disclose personal information when we believe it violates our Terms of Service, when it is required to assist with a lawful investigation or comply with the law, if we believe disclosure is necessary to protect our rights, or if some or all of the assets and operations of our business are or may be transferred to another party.

From time to time third party service providers who assist us with our activities, such as website hosts, IT back-up service providers, and other IT or payment service providers, may also have access to personal information held by us and may use this information on our behalf.

To assist us in improving our products and services, we monitor aggregated data that is collected by our Cliniko application and may share this with third parties collectively and in an anonymous way. This data will not reveal personal information.

We will not sell, rent or share your personal information with third parties in other ways without your consent unless we are entitled by law to do so.

By providing your personal information to us, you consent to us transferring this information to third party IT providers, including our website host and back-up service provider, outside of Australia.

## **Storage and protection**

We may hold your personal information in electronic databases, such as our customer relationship management system. We take all reasonable steps to keep any personal information we hold about you secure. We restrict access to personal information to our employees, contractors and agents who require that information in order to operate and develop our application and service.

## **Access and correction**

You can request access to personal information we hold about you. We will provide this except in the limited circumstances in which we are permitted not to.

You may request that we correct personal information we hold about you that is inaccurate or out-of-date. If you request that we delete your personal information, we will take all reasonable steps to do so unless we need to keep it for legal, auditing or internal business purposes.

## **Changes to this policy**

We may review and amend this Privacy Policy from time to time. We will post updated versions of the Privacy Policy on our website.

## **Questions or complaints**

You can contact us at [support@cliniko.com](mailto:support@cliniko.com).

If you have any questions about this Privacy Policy or the way that we handle your personal information, please let us know.

If you have a complaint about how your personal information has been handled, please let us know immediately. We take your privacy seriously and we will respond to your complaint as soon as we can.