

Privacy Policy

Seven Hills Family Doctors

Seven Hills Family Doctors is committed to protecting the privacy, confidentiality, and security of your personal and health information in accordance with the *Privacy Act 1988 (Cth)*, the Australian Privacy Principles (APPs), and guidance issued by the Office of the Australian Information Commissioner (OAIC).

This policy outlines how we collect, use, store, disclose, and protect your information, including the use of digital health technologies and artificial intelligence tools.

1. Collection of Personal and Health Information

We collect only information that is reasonably necessary to provide safe, high-quality healthcare and to comply with legal and regulatory requirements.

Types of information collected

Identification and contact information

- Name, date of birth, address
- Telephone number and email address
- Emergency contact / next of kin

Health information

- Medical history and clinical notes
- Medications, allergies, and adverse reactions
- Immunisation history
- Family and social history
- Pathology and imaging results
- Specialist letters and referrals
- Care plans and treatment outcomes

Administrative and funding information

- Medicare number
- DVA details
- Private health insurance details (where applicable)

We apply the principle of data minimisation and do not collect information unless it is necessary for clinical or administrative purposes.

2. Purpose of Collection, Use and Disclosure

Your information is used for:

- Providing diagnosis, treatment, and ongoing care
- Communication with other treating healthcare providers
- Referral to specialists and allied health services
- Receiving clinical correspondence and test results
- Medicare, DVA, and private billing claims
- Appointment reminders and care recalls
- Clinical audit, accreditation, and quality improvement activities
- Practice management and operational requirements

Direct marketing is not undertaken without your explicit consent, and you may opt out at any time.

3. Method of Collection

We collect personal information through:

- Direct interaction during consultations
- Registration and consent forms
- Telephone, SMS, email, or secure messaging
- Online booking and practice systems
- Correspondence from other healthcare providers

We may also receive information from third parties involved in your care, including hospitals, specialists, pathology providers, and government health systems such as My Health Record.

4. Use of Artificial Intelligence (AI) – Clinical Documentation

Seven Hills Family Doctors uses an AI-assisted clinical documentation system (digital clinical scribe) provided by Heidi Health.

Purpose of AI use

The AI system is used solely to support clinical documentation by:

- Capturing consultation audio (with patient awareness)
- Generating a draft clinical note for clinician review
- Assisting with documentation accuracy and completeness

Key safeguards

- AI does not replace clinical judgement
- All AI-generated content is reviewed, edited, and approved by the treating GP
- Final responsibility for the medical record remains with the clinician
- The system is not used for automated diagnosis or treatment decisions

Consent and patient choice

- Patients are informed when AI documentation is in use
- Patients may decline AI recording at any time without impact on care
- Alternative documentation methods are available where AI is not used

Data handling and storage

- Audio recordings are not permanently stored and are deleted after transcription
 - Data is stored securely on Australian-based systems
 - Information is not used for marketing, profiling, or unrelated secondary purposes
 - All processing complies with the *Privacy Act 1988 (Cth)* and APPs
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5. Disclosure of Information

We may disclose your information where necessary for your care or where required or authorised by law.

Healthcare-related disclosures

- Specialists and referring practitioners
- Hospitals and emergency services
- Allied health providers
- Pathology and diagnostic imaging providers
- Community health services

Legal and regulatory disclosures

- Medicare and DVA
- Mandatory reporting to public health authorities
- Court subpoenas or legal proceedings
- Law enforcement where legally required

Digital health systems

- My Health Record system
- Electronic prescribing and medication exchange systems

Service providers

We may engage third-party providers for:

- Information technology and cloud services
- Practice management systems
- Secure messaging and communication platforms
- Accreditation and quality assurance services
- AI clinical documentation services

All third parties are contractually required to:

- Comply with Australian privacy legislation
- Maintain confidentiality
- Implement appropriate security safeguards

We do not sell or rent personal information.

6. Overseas Disclosure

We do not routinely disclose personal information outside Australia.

If overseas disclosure is required (for example, via a service provider), it will only occur:

- With your consent, or
- Where permitted by law, and with appropriate safeguards in place

Core clinical systems and AI documentation tools are hosted within Australia.

7. Data Storage and Security

Information may be stored in electronic and/or paper-based formats.

We implement reasonable technical and organisational safeguards including:

- Encrypted and password-protected systems
- Role-based access controls
- Secure servers and data backup systems
- Staff confidentiality agreements
- Secure disposal of physical and electronic records
- Regular cybersecurity updates and monitoring

Access is restricted to authorised staff involved in your care or practice operations.

8. Website and Digital Privacy

Our website may collect non-identifiable data for analytics purposes, including:

- IP address (de-identified where possible)
- Browser type and device information
- Pages accessed and time of visit

This data is used for service improvement and does not directly identify individuals.

Cookies

Session cookies may be used to improve website functionality. These do not store personal health information and are deleted when the browser is closed.

External links

Our website may contain links to external sites. We are not responsible for their privacy practices.

9. Anonymity and Pseudonymity

Where lawful and practicable, you may choose to remain anonymous or use a pseudonym. However, this may limit our ability to provide safe, continuous, and clinically appropriate care.

10. Access and Correction of Information

You may request access to, or correction of, your personal information.

Requests should be directed in writing to:

The Practice Principals or The Practice Manager

Seven Hills Family Doctors

Phone: (07) 3914 2188

Email: reception@sevenhillsfamilydoctors.com.au

We will respond within a reasonable timeframe, generally within 30 days.

Reasonable administrative fees may apply for retrieval or copying of large records.

11. Privacy Complaints

If you have concerns about your privacy, you may contact the Practice Manager.

We will:

1. Acknowledge receipt of your complaint
2. Investigate the matter in a timely manner
3. Provide a written response

If you are not satisfied with the outcome, you may contact:

Office of the Australian Information Commissioner

Phone: 1300 363 992

Website: [OAIC](http://OAIC.gov.au)

12. Policy Review

This policy is reviewed at least annually and updated as required to reflect:

- Legislative changes
- Clinical governance requirements
- Changes in technology and systems

The most current version is available:

- At reception
 - On our website
 - Upon request
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