

Privacy and managing health information in general practice



Calamvale Family Practice Privacy Policy

Current as of: 01 July, 2026

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.

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.

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.

Why do we collect, use, hold 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 safely and effectively. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg staff training).



Calamvale Family Practice
18/2605 Beaudesert Rd
Calamvale QLD 4116
Ph: 07 3272 4533
Fx: 07 3272 5815

What personal information do we collect?

Patient Health Record: Information held about a patient, in paper form or electronic form, may include:

- contact and demographic information
- medical history
- notes on treatment
- observations
- correspondence
- investigations
- social and family history
- test results, photographs
- prescription records
- medication charts
- insurance information
- legal information and reports
- work health and safety reports
- risk factors

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.

How do we collect your personal information?

Our practice may collect your personal information in several different ways.

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.

Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, eg via Shared Health Summary, Event Summary.

We may also collect your personal information when you visit our website, send us an email, telephone us, or communicate with us using social media.

3. 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 Veterans' Affairs (if relevant).

4. If we were to do recording/duplication/storage of real time audio/visual, we would obtain informed consent. This would include appointments via telehealth, and appointments conducted remotely. However, this practice does not do this.

5. 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 specified purposes.



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

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 (eg in referral letters)
- 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 (eg some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (eg via Shared Health Summary, Event Summary).

Only people who 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?

Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organisations to improve population 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.



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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 Director Helix.

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?

Calamvale Family Practice currently do not use any AI scribe tools to support GPs taking notes during their consultations with you. However, for future growth, an AI scribe tool has been installed. With your consent, this would use an audio recording of your consultation to generate a clinical note for your health record. The practice AI scribe service is Heidi Health.

Heidi Health:

- does not share information outside of Australia
- destroys the audio file once the transcription is complete
- removes sensitive, personal identifying information as part of the transcription

The practice would 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 as Electronic Records. Our practice stores all personal information securely.

Our practice uses document automation technologies, particularly so that only the relevant medical information is included in referral letters.

Your records are secure - we have an IT company checking our security. We securely store and protect personal information in electronic format, in protected information systems. If any suspicious activity happens within our computers, they are on high alert and will report immediately to the Practice Manager, who informs our IT company, as well as the Practice Principal.

All staff have personal passwords, and all staff and contractors connected to Calamvale Family Practice have signed a confidentiality agreement.

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

You have the right to request access to, and correction of, your personal information. Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing and our practice will respond within 30 days of receiving your request. In some instances, there may be a fee for collection of this information.



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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 that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to the Practice Manager.

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 to the Practice Manager (contact details below). We will then attempt to resolve within 30 days, in accordance with our resolution procedure.

Email: tereesac@calamvalefp.com.au
Phone: 07-3272 4533

Shop 18/2605 Beaudesert Road,
CALAMVALE. QLD. 4116.

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

How is privacy on the website maintained?

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

Who can I contact about this Policy?

For any enquiries concerning this Policy, please contact our Practice Manager, Tereesa Coxen.

Email: tereesac@calamvalefp.com.au
Phone: 07-3272 4533

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Policy review statement

This 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.

Disclaimer

The *Privacy policy template for general practices* is intended for use as a guide of a general nature only and may or may not be relevant to particular practices or circumstances. The Royal Australian College of General Practitioners (RACGP) has used its best endeavours to ensure the template is adapted for general practice to address current and anticipated future privacy requirements. Persons adopting or implementing its procedures or recommendations should exercise their own independent skill or judgement, or seek appropriate professional advice. While the template is directed to general practice, it does not ensure compliance with any privacy laws, and cannot of itself guarantee discharge of the duty of care owed to patients. Accordingly, the RACGP disclaims all liability (including negligence) to any users of the information contained in this template for any loss or damage (consequential or otherwise), cost or expense incurred or arising by reason of reliance on the template in any manner.