Bayside Family Medical
1220 Nepean Highway
Cheltenham 3192
+61 3 9583 1630
www.baysidefamilymedical.com.au

Privacy & Information Collection Policy

Bayside Family Medical takes its obligations under the Victorian Health Records Act 2001 and the Commonwealth Privacy Act 1988 seriously and takes all reasonable steps in order to comply with and protect the privacy of personal information. This Privacy Policy is current as of November 03, 2025, and is reviewed annually. From time to time, we may make changes to our policy, processes and systems in relation to how we handle your personal information. We will update this Privacy Policy to reflect any changes. Those changes will be available on our website and in practice.

Collection of Information

Bayside Family Medical collects and holds personal health information about you. This information may include your name, address, date of birth, gender, health information, family history, credit card and direct debit details and contact details. Wherever practicable, we will only collect information from you personally. However, we may also need to collect information from other sources such as treating specialists, radiologists, pathologists, hospitals, other health care providers, and the My Health Record system. We collect information in various ways, such as over the phone, in writing, in person in our clinic or over the internet or videoconferencing if you transact with us online or engage in telehealth. This information may be collected by medical and non-medical staff. In emergency situations we may also need to collect information from your relatives or friends.

This information enables us to properly assess, diagnose, and treat your illnesses and be proactive in your health care needs. The information we may ask you maybe very personal, but not having this information may restrict our capacity to provide you with the standard of medical care that you expect.

All members of the team involved in your care will have access to your personal information.

This means we may use and disclose the information you provide in the following ways:

- Disclosure to others involved in your health care, including doctors and specialists outside this practice who may become involved in treating you, pathology services, radiology services and in emergency situations. This may occur through referral to other doctors or specialists, or for medical tests and in the reports or results returned to us following the referrals.
- Disclosure to enable recording on medical registers to improve community health care (for example the diabetes register or pap smear register).
- Administrative purposes in running our medical practice to appropriate authorities or personnel, locally or internationally. This includes our insurer or medical indemnity provider, and quality assurance and accreditation bodies.
- Billing purposes, including providing information to your health insurance fund, Medicare and other organisations responsible for the financial aspects of your care.
- Conducting medical research. You will be informed when such activities are being conducted and your involvement will only take place if you provide express signed consent for each program.
- Assisting with the training and education of other health professionals. You will be informed when such activities are being conducted, and your involvement will only take place if you provide express consent to your medical practitioner for each program.
- By law, doctors are sometimes required to disclose information for public interest reasons e.g. mandatory reporting of communicable diseases (sexually transmitted infections are decoded).

Information Quality

Our goal is to ensure that your information is accurate, complete and up-to-date. To assist us with this, please contact us if any of the details you have provided change. Further, if you believe that the information, we have

about you been not accurate, complete or up-to-date, contact us and we will use all reasonable efforts to correct the information.

Information Security

The storage, use and, where necessary, the transfer of personal health information will be undertaken in a secure manner that protects patient privacy.

We will take all reasonable steps to protect the security of the personal information that we hold. This includes appropriate measures to protect electronic materials stored and those generated in hard copy. Even if you leave the practice, we are still required to keep patient information for as long as required by law i.e. 7 years or more after your last appointment depending on your age.

What Happens If You Choose Not to Provide the Information?

You are not obliged to provide us with your personal information. However, if you choose not to provide Bayside Family Medical with your personal details such as name, address, date of birth etc we may not be able to provide you with the full range of our services.

Treatment of Children

The rights of children to the privacy of their health information, based on the professional judgment of the doctor and consistent with law, might restrict access to an older child's information by parents or guardians.

Access

Patients have a general right of access to all health information held about them.

The following is a list of the health information to which individuals have a right to access:

- The history of the health of the individual, an illness, or a disability.
- Any results of examinations or investigations.
- Management plans.
- Services provided.
- Personal information collected in connection with the donation of body parts, organs, or substances.
- Genetic information which could be predictive of health.

Bayside Family Medical is required to provide the individual with access in the format requested by the individual

Bayside Family Medical could refuse access if:

- It would pose a serious threat to anyone's life or health.
- It would have an unreasonable impact on someone else's privacy.
- It might prejudice an investigation of possible unlawful activity.
- Denying access is required and authorized by or under law.

If access is refused on the grounds of serious threat to the patients' life or health, the patient can ask for a second opinion – this process is described in the Complaint Handling Process section.

Our Privacy Policy is available on our website

Discretionary refusal of access:

The doctor may choose not to provide access where:

- It would have an unreasonable impact on the privacy of other people.
- The request is frivolous or vexatious.
- The information relates to existing or anticipated legal proceedings between the practice or doctor and the information would not ordinarily be obtainable by the process of discovery in those proceedings.
- It would reveal the practice's intentions in relation to negotiations with the individual (other than re the provision of a health service), in such a way as to expose us unreasonably to disadvantage.
- It would be likely to prejudice a law enforcement function by or on behalf of a law enforcement agency.
- The individual has already unsuccessfully made a request for the information, and there are no reasonable grounds for making the request again.

Where there are direct inconsistencies between the Victorian Health Records Act and the Commonwealth Privacy Act, the Commonwealth law will prevail.

Request for Access

Patients do not have to give reasons for requesting access.

The privacy legislation does not require immediate handing over of a record or a test result. Access should however, be provided within a reasonable time (no longer than 45 days to 30 days).

If a patient requests access to a test result (whether before the doctor has had the opportunity of consulting with the patient, or after), the doctor should handle this situation in accordance with usual clinical practice. A hard copy of test results may be given to the patient after consultation with their doctor.

Where a patient requests access to a test report from 12 months (or more) ago, after appropriate clinical investigations had occurred, the request should still be referred to the doctor to handle in accordance with usual clinical practice.

Where a patient requests more detailed access, for example a copy of the entire file or a chance to view a large portion of the file, this would normally require written application for access as described below.

If the patient requests a copy of the file, then Bayside Family Medical must comply – an accurate summary can only be supplied.

The original records are the property of Bayside Family Medical.

There are some circumstances in which access is restricted, and in these cases reasons for denying access will be explained.

Patients can only be given access to their medical record while their doctor is present to explain and discuss the record. No patient will be allowed unsupervised access to their record.

Bayside Family Medical
1220 Nepean Highway
Cheltenham 3192
+61 3 9583 1630
www.baysidefamilymedical.com.au

Privacy & Information Collection Policy

The Access Process

The request should initially be referred to the patient's regular GP, who will determine whether the information can be provided 'simply, freely and easily', or whether to ask the patient to complete a written request for access to their medical records

Where the GP decides that a more formal level of access is required, the GP shall ask the patient to write to the Bayside Family Medical specifically requesting what they require

Examples of information that could be provided 'simply, freely and easily' might be a list of current medications, a copy of a test result, or a summary of medical conditions

If the patient needed to see the GP for other reasons this could perhaps be dealt with during a standard consultation, in which case no additional charge would apply. If the patient did not need to see the GP a standard fee (described below) would apply.

Types of Access and Costs

The types of access available, and relevant costs are outlined below.

A range of fees (as set by the Health Records Act) are payable to cover Bayside Family Medical's costs in providing access.

Accurate Summary

- The usual fee for a consult of comparable duration, or
- $25 per 15 minutes or part thereof + GST.
- There is no Medicare rebate available for this fee and this should be noted on the private account.

Copy

- 20 cents per A4 black & white page (photocopied or printed from computer), plus
- Reasonable costs if not A4, or if in color, plus
- Reasonable costs incurred in assessing and collating the information (ie. time spent by doctor and or staff).
- There is no Medicare rebate available for this fee and this should be noted on the private account.

Viewing File with Explanation By GP

- The usual fee for a consult of comparable duration.

Changes To the Medical Record

If a patient finds that the information held on them is not accurate or complete, the patient may have that information amended accordingly by their GP.

Disclosure of Health Information to Medical Defence Organisations and Lawyers

Doctors may be obliged to disclose patient information relating to adverse outcomes to their Medical Defence Organisation, insurer, medical experts or lawyers, without obtaining patient consent, so long as the disclosure is within the reasonable expectations of the patient.

Our Privacy Policy is available on our website

Bayside Family Medical
1220 Nepean Highway
Cheltenham 3192
+61 3 9583 1630
www.baysidefamilymedical.com.au

Privacy & Information Collection Policy

Complaint Handling Process

The patient's GP would usually be the first appropriate person to discuss any complaints. Most issues can be resolved simply through discussion with the patient.

Only on failure to reach common ground would the Privacy Commissioner be asked to investigate a complaint.

Brochures entitled "Managing a Complaint" are available in the main reception waiting room.

Contact details for Privacy Commissioner:
GPO Box 5057
10-16 Queen Street
Melbourne Victoria 3000

Phone: 1300-666-444
Fax: +61-3-8619-8700
Email: enquiries@privacy.vic.gov.au
Website: www.privacy.vic.gov.au

Contact Details for the Health Complaints Commissioner are:
Hotline 1300 582 113
www.health.vic.gov.au/hsc
Fax 03 9032 3111
Email hsc@hcc.vic.gov.au
Level 26
570 Bourke Street
Melbourne 3000

Second Opinion of Refusal of Access

When advised that access has been refused on the grounds of serious threat to the individual's life or health, the individual can ask for a 'second opinion'. The individual may nominate any health service provider who has consented to being nominated.

Bayside Family Medical must accept this nomination if they provide the same kind of service as a GP and have the ability to interpret and understand the health information. The clinic must give a copy of the file to the nominated health service provider within 14 days. That person then looks at the file, discusses it with the usual doctor at Bayside Family Medical, and makes a decision as to whether it poses a threat to the individual's life or health. If the second opinion is that there is no threat, access must be provided in the form of inspection, but a copy does not have to be provided.

I understand/acknowledge that the controller of my personal data is Bayside Family Medical with its registered office in 1220 Nepean Highway Cheltenham. I understand/acknowledge that my personal data shall be processed and transmitted in accordance with the General Data Protection Regulation (GDPR).

To Whom Might We Disclose Your Personal Information?

As a patient of Bayside Family Medical, we may disclose your personal information to:

- Other companies or individuals who assist us in providing services or who perform functions on our behalf
- Courts, tribunals and regulatory authorities if required by law; and
- Anyone else to whom you authorise us to disclose it.

Our Privacy Policy is available on our website

Bayside Family Medical
1220 Nepean Highway
Cheltenham 3192
+61 3 9583 1630
www.baysidefamilymedical.com.au

Privacy & Information Collection Policy

Management Of Your Personal Information

The Australian Privacy Principles (APP) requires us to take reasonable steps to protect the security of personal information. All staff are required to respect and maintain the confidentiality of personal information and the privacy of all patients. Bayside Family Medical takes reasonable steps to protect personal information held from misuse and loss and from unauthorised access, or disclosure.

Your Health Data Storage

Your health data is stored on an Australian compliant server. Authorised personnel are allowed secure, verified access to this data to aid in the provision of services to you.

Consent for Phone Recordings

The practice records phone calls received for purpose of quality assurance and coaching. At the beginning of the call, callers will be notified using [the x system - expand here] prior to being connected to the practice's receptionist. Individuals are taken to consent to the call recording unless once connected, they ask the receptionist to stop recording at the beginning of the call. If individuals wish to terminate the call recording during their call, they may request to terminate the recording. Any portion of the call recorded until the point of termination will be maintained by the practice in accordance with this Privacy Policy.

Overseas Transfer of Data

We may disclose your personal information to the following overseas recipients:

- any practice or individual who assists us in providing services (such as where you have come from overseas and had your health record transferred from overseas or have treatment continuing from an overseas provider)
- overseas transcription services
- overseas based cloud storage
- anyone else to whom you authorise us to disclose to
- legal guardians unless documentation provided (solo custody agreement)

Anonymity and Pseudonymity

The Australian Privacy Principles (APPs) provide for individuals to be dealt with anonymously or under a pseudonym, except where impracticable or where the law requires individuals to be identifiable. If you wish to remain anonymous or use a pseudonym when interacting with Bayside Family Medical, please raise this with us, and we will consider your request.

However, due to the nature and requirements of providing healthcare, including legal obligations for accurate medical records and billing, it is generally not practical for us to provide services anonymously or under a pseudonym. In most cases, we will require you to be identifiable to ensure safe and effective care.

Our Privacy Policy is available on our website

Bayside Family Medical
1220 Nepean Highway
Cheltenham 3192
+61 3 9583 1630
www.baysidefamilymedical.com.au

Privacy & Information Collection Policy

Practice Policy: Use of Artificial Intelligence (AI) in General Practice

Purpose

This policy outlines the safe, ethical, and compliant use of AI technologies within our general practice, in accordance with:

- Royal Australian College of General Practitioners (RACGP)
- Australian Health Practitioner Regulation Agency (AHPRA)
- Avant Mutual Group
- Australian privacy and health records legislation

Scope

This policy applies to all staff, including general practitioners, nurses, allied health professionals, administrative staff, and contractors who use or interact with AI tools in the course of clinical or administrative duties.

Acceptable Use of AI

AI may be used for:

- Clinical documentation (e.g., AI scribes)
- Administrative support (e.g., appointment scheduling, triage chatbots)
- Clinical decision support (only where approved and validated)
- Patient communication (e.g., summarising information, reminders)

AI must not be used to:

- Replace clinical judgment
- Make autonomous clinical decisions
- Diagnose or treat without practitioner oversight

Informed Consent

Patients must be informed when AI is used during their care (e.g., AI scribing). Explicit consent must be obtained before using AI tools that record or process patient interactions. Consent must be documented in the patient's medical record.

Data Privacy and Security

All AI tools must comply with the Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs). Data must be stored securely, preferably within Australia, and access must be restricted to authorised personnel. AI vendors must provide evidence of data encryption, access controls, and compliance with Australian privacy laws.

Clinical Oversight and Accountability

Practitioners remain fully responsible for all clinical decisions and documentation, even when AI is used. AI-generated content must be reviewed and verified by a clinician before being entered into the medical record. Errors or inaccuracies in AI outputs must be corrected immediately.

Training and Competency

Staff must receive training on the appropriate use, limitations, and risks of AI tools. Training

Our Privacy Policy is available on our website

must include privacy obligations, consent procedures, and error handling.

Risk Management and Incident Reporting

Any adverse events, near misses, or concerns related to AI use must be reported through the practice's incident reporting system. Regular audits of AI use and outputs will be conducted to ensure compliance and safety.

Vendor and Tool Selection

Only AI tools that have been vetted, trialled, and approved by the practice leadership may be used.
Tools must be assessed for:

- Clinical accuracy
- Privacy compliance
- Integration with existing systems
- Support and maintenance

Review and Updates

This policy will be reviewed annually or when significant changes occur in AI regulation or practice operations. Updates will be informed by guidance from RACGP, AHPRA, Avant, and the Therapeutic Goods Administration (TGA) where applicable.

References

[1] : RACGP - Medicolegal considerations for AI scribes
[2] : AHPRA - Professional obligations when using AI
[3] : Avant - AI in healthcare

Revision History

Revision	Date	Author(s)	Description
1.0	04/08/25	AM	Creation/Updated version
2.0	03/11/25	AM	Anonymity added