

# Altitude Mind Clinic Privacy Policy

**Current as of: December 2024**

The objective of this privacy notice is to provide you, our patient, with clear information on how your personal information is collected and used within Altitude Mind Clinic. Occasionally we also need to share your personal information to involve others in your healthcare and this policy outlines when, how, and why we share your information.

## 1. Who can I contact about this policy?

For enquiries concerning this policy, you can contact the Altitude Mind Clinic Practice Manager on [admin@altitudemindclinic.com](mailto:admin@altitudemindclinic.com)

## 2. When and why is your consent necessary?

When you register as a patient of Altitude Mind Clinic, you provide consent for the clinicians and Altitude Mind Clinic staff to access and use your personal information to facilitate the delivery of healthcare. Access to your personal information is restricted to Altitude Mind Clinic team members who require it for your care. If we ever use your personal information for purposes other than healthcare provision, we will obtain additional consent from you.

It is important to us that as our patient, you understand why we collect and use your personal information.

## 3. Why do we collect, use, store, and share your personal information?

Altitude Mind Clinic collects, uses, stores, and shares your personal information primarily to manage your health safely and effectively. This includes providing healthcare services, managing medical records, and ensuring accurate billing and payments. Additionally, we may utilise your information for internal quality and safety improvement processes such as Altitude Mind Clinic audits, accreditation purposes, and staff training to maintain high-quality service standards.

## 4. What personal information is collected?

The information we will collect about you includes your:

- Names, date of birth, addresses, contact details
- Medical information including medical history, medicines, allergies, and adverse reactions immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- Healthcare identifier numbers
- Health fund details

- We may also collect additional information at other times, including but not limited to, when you provide feedback, respond to surveys, school reports, provide financial or credit card information or any other information you provide while interacting with us.

#### **5. Can you deal with us anonymously?**

You can 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.

#### **6. How is personal information collected?**

Altitude Mind Clinic may collect your personal information in several different ways:

When you make your first appointment, the Altitude Mind Clinic team will collect your personal and demographic information via your registration.

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

In some circumstances, personal information may also be collected from other sources, including:

- 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).
- While providing medical services, further personal information may be collected via:
  - Electronic prescribing
  - My Health Record
  - Online appointments
  - Real Time Prescription Monitoring Services such as QScript and SafeScript.

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.

## **7. When, why and with whom do we share your personal information?**

We sometimes share your personal information:

- with third parties 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 (e.g. In referral letters)
- when it is required or authorised by law (e.g. 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 it is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)
- When it is provision of medical services, through electronic prescribing, My Health Record (e.g. via Shared Health Summary, Event Summary)
- We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Policy.

## **8. Will your information be used for marketing purposes?**

Altitude Mind Clinic may use your personal information for marketing any goods or services directly to you. If you do not consent, you may opt out of direct marketing at any time by notifying the Altitude Mind Clinic in writing.

## **9. How is your information used to improve services?**

Altitude Mind Clinic may use your personal information to improve the quality of the services offered to patients through research, analysis of patient data for quality improvement and for training activities with the Altitude Mind Clinic team.

We may provide de-identified data to other organisations to improve population health outcomes. The information is secure and patients cannot be identified. You can let reception staff know if you do not want your information included.

## **10. How are document automation technologies used?**

Document automation is where systems use existing data to generate electronic documents relating to medical conditions and healthcare.

Altitude Mind Clinic 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 Halaxy.

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 Altitude Mind Clinic team.

Altitude Mind Clinic complies with the Australian privacy legislation and APPs to protect your information.

### **11. How are Artificial Intelligence (AI) Scribes used?**

Altitude Mind Clinic uses AI scribe tools to support clinicians to take notes during their consultations with you. The AI scribe uses the transcription recording of your consultation to generate a clinical note for your health record. All patient data is encrypted both at rest and in transit. Continuous monitoring, audits and stringent access controls protect against cyber threats. Encryption protocols ensure data integrity and confidentiality. Altitude Mind Clinic will only use data from our digital scribe service to provide healthcare to you.

### **12. How is your personal information stored and protected?**

Your personal information may be stored in various forms such as paper records, electronic records audio recordings.

Altitude Mind Clinic stores personal information securely using password-protected software and systems and in a secured environment.

### **13. How can you access and correct your personal information at the Altitude Mind Clinic?**

You have the right to request access to, and correction of, your personal information.

Altitude Mind Clinic acknowledges patients may request access to their medical records.

If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at [admin@altitudemindclinic.com](mailto:admin@altitudemindclinic.com)

Altitude Mind Clinic will respond to any requests to access or correct your personal information within 45 calendar days in accordance with the regulations under Information Privacy Act 2009 (QLD).

An administration fee is required for releasing medical records: \$55 (inclusive of GST). Merchant surcharge applies.

Altitude Mind Clinic will take reasonable steps to correct your personal information where the information is not accurate or up to date. Sometimes, we will ask you to verify your personal information held by Altitude Mind Clinic is correct and current. You may request we correct or update your information. To do this please contact the Altitude Mind Clinic Practice Manager at [admin@altitudemindclinic.com](mailto:admin@altitudemindclinic.com)

### **14. How can you lodge a privacy-related complaint, and how will the complaint be handled at Altitude Mind Clinic?**

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have. We will then attempt to resolve it in accordance with the resolution procedure. To do this please contact the Altitude Mind Clinic Practice Manager at [admin@altitudemindclinic.com](mailto:admin@altitudemindclinic.com) or telephone on 07 2111 3464.

#### **15. Policy review statement**

Our privacy 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.