

APPOINTMENT REMINDERS AND RECALLS

We send SMS appointment reminders and clinical recalls.

By providing your mobile number, you consent to receiving healthcare-related SMS communications. You may opt out by notifying reception.

DISCLOSURE OF YOUR PERSONAL INFORMATION

We may share your information:

- With other healthcare providers involved in your care
 - With third-party service providers who support our practice (IT providers, accreditation bodies), who are required to comply with privacy laws
 - When required or authorised by law
 - To prevent serious threats to life, health or safety
 - For Medicare, DVA and health fund processing
- We will not disclose your personal information overseas without your consent unless permitted by law.

DATA SECURITY

We take reasonable steps to protect your information from misuse, interference, loss, unauthorised access, modification or disclosure. Security measures include:

- Individual password-protected access
- Confidentiality agreements for staff and contractors
- Encrypted cloud systems
- Secure VPN remote access
- Restricted user access permissions
- Secure on-site storage of paper records

ACCESS AND CORRECTION

You may request access to your medical records in writing. We will respond within a reasonable timeframe (generally 30 days).

Fees may apply for copying or administrative processing.

We will take reasonable steps to correct information that is inaccurate or incomplete.

COMPLAINTS

If you have concerns about your privacy, please contact:

Practice Manager

McKinnon Hill Medical Centre

86 McKinnon Road, McKinnon VIC 3204

Email: info@mckinnonhillmc.com.au

Phone: 03 9999 7280

We will respond within a reasonable timeframe.

You may also contact:

Office of the Australian Information Commissioner (OAIC)

www.oaic.gov.au

1300 336 002

Health Complaints Commissioner Victoria

<https://hcc.vic.gov.au/>

1300 582 113

DEALING WITH US ANONYMOUSLY

You may deal with us anonymously or use a pseudonym where lawful and practicable.

POLICY REVIEW STATEMENT

This policy is reviewed regularly to ensure compliance with legislation and operational changes.

Privacy Officer: Practice Manager

Last reviewed: 23.07.2026



McKinnon Hill Medical Centre

Privacy Policy

Practice Hours

Monday | 8am – 8pm

Tuesday | 8am – 8pm

Wednesday | 8am – 8pm

Thursday | 8am – 6pm

Friday | 8am – 8pm

Saturday | 9am – 11am
(Telehealth appointments only)

Hours are subject to doctor availability.



Tel: 03 9999 7280



Fax: 03 8672 6624

LOCATION



86 McKinnon Road,
McKinnon VIC 3204

WEBSITE

INTRODUCTION

This Privacy Policy explains how we collect, use, store and disclose your personal information (including health information), and how you may access or correct it.

WHY AND WHEN YOUR CONSENT IS NECESSARY.

When you register as a patient, you provide consent for our doctors and staff to access and use your personal information to provide healthcare services.

Only staff who require access to your information for healthcare or administrative purposes will have access to it.

If we need to use your information for other purposes, we will seek your additional consent unless authorised or required by law.

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. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (e.g. staff training).

HOW DO WE COLLECT YOUR PERSONAL INFORMATION?

We collect personal information:

- When you attend a consultation
- When you register as a patient
- Via Automated online bookings
- Through email or SMS communication
- From other healthcare providers (with consent)
- Through My Health Record (Shared Health Summary, Event Summary)
- Through Electronic Transfer of Prescriptions (eTP)

WHAT PERSONAL INFORMATION DO WE COLLECT?

We collect information that is necessary to provide medical services, including:

- Personal details (name, DOB, address, contact details)
- Medicare, DVA and health fund details
- Medical history and clinical records
- Medications and allergies
- Immunisation records
- Social and family history
- Investigation results and specialist correspondence
- Referral and treatment information

We may also collect information when you email us, send SMS, book online, or communicate via telephone

AI-ASSISTED DOCUMENTATION

Our doctors may use AI-assisted documentation tools integrated within our clinical software (such as Lyrebird or similar systems) to assist in drafting consultation notes.

These tools:

- Process consultation audio in real time
- Do not permanently store audio recordings
- Generate draft clinical notes for review
- Are reviewed, edited and finalised by the treating doctor

Patients are verbally informed before use and may decline.

The treating doctor remains fully responsible for the accuracy of the medical record.

DATA BREACH RESPONSE

If a data breach occurs that is likely to result in serious harm, we will:

- Investigate the incident
- Contain and remediate risks
- Notify affected individuals
- Notify the Office of the Australian Information Commissioner (OAIC) where required under the Notifiable Data Breaches scheme

USE OF DIGITAL SYSTEMS AND ANALYTICS

Our practice uses secure clinical and administrative systems including:

- Best Practice clinical software
- Automated online booking system
- Microsoft 365 secure email services
- Secure cloud-based IT infrastructure
- VPN-secured remote access
- POLAR and Cubiko analytics tools

POLAR and Cubiko may extract de-identified clinical data to support quality improvement, accreditation, population health monitoring and internal performance analysis. Identifiable patient information is not disclosed externally through these systems unless required by law.

