



35 Queens Parade, Clifton Hill VIC 3068 | P. 03 9088 3258 | F. 03 9088 3257

[admin@thecranegp.com.au](mailto:admin@thecranegp.com.au) | [www.thecranegp.com.au](http://www.thecranegp.com.au) |   @thecranegp

## Patient information - Your Privacy and Health Information

At The Crane General Practice, your privacy is important to us. We are committed to protecting your personal and health information and handling it safely, respectfully and in accordance with Australian privacy laws.

### Why we collect your information

We collect your personal and health information so we can:

- Provide you with safe, high-quality medical care
- Coordinate your care with other healthcare providers
- Manage appointments, billing and Medicare claims
- Meet legal and accreditation requirements

### What information we collect

This may include:

- Your name, date of birth, address and contact details
- Medicare and health fund details
- Medical history, medications, allergies and test results
- Relevant family and social history

We only collect what is necessary to care for you.

### How we protect your information

Your information is stored securely in our clinical systems. We protect it by:

- Restricting access to authorised staff only
- Using secure computer systems and passwords
- Maintaining up-to-date cybersecurity, backups and monitoring
- Training all staff in privacy and confidentiality

### How we use and share your information

We treat your information as strictly confidential. We will only use or share your information:

#### ✓ For your care (most common)

This includes sharing information with:

- Specialists
- Hospitals
- Allied health providers

This is usually done with your implied consent as part of your care.

### ✓ **With your consent**

We will ask for your permission (verbal or written) when required.

### ✓ **When required by law**

In some situations, we may be required to share information with:

- Medicare
- Government agencies
- Courts or legal bodies

### ! **Third-party requests**

Requests from insurers, lawyers or other third parties:

- Require your consent
- Require GP review and approval
- Are sent securely (e.g. password protected)

### **My Health Record**

If you are registered with My Health Record:

- We may upload a summary of your health information
- Your GP will discuss this with you
- Your verbal consent is required before uploading
- This consent is documented in your medical record

You can ask us not to upload certain information if you prefer.

### **Your rights**

#### ✓ **Access your medical records**

- Requests must be made in writing
- We will respond within a reasonable timeframe
- A fee may apply

#### ✓ **Correct your information**

Let us know if your details are incorrect or out of date.

#### ✓ **Request privacy**

You can:

- Ask us not to share certain information
- Discuss sensitive matters directly with your GP

### **Special situations**

We take extra care with:

- Children in separated families
- Domestic or family violence situations
- Sensitive health information

Your GP will guide what information can be shared and with whom.

### **How we keep your information safe**

We:

- Perform daily secure backups of our systems
- Monitor and maintain our IT systems
- Have processes to manage and respond to any data breaches

### **If you have concerns**

If you have any concerns about your privacy, please write to us:

Email: [pm@thecranegp.com.au](mailto:pm@thecranegp.com.au)

Address: 35 Queens Parade, Clifton Hill VIC 3068

We take all privacy concerns seriously and will respond promptly.

If you are not satisfied, you can contact the [Office of the Australian Information Commissioner \(OAIC\)](#)

### **Our commitment**

We are committed to:

- Respecting your privacy
- Keeping your information safe
- Supporting you to make informed decisions about your care

**Questions about your privacy? Speak to your GP or our team anytime.**