



FMP Wollongong/Towradgi/Woonona Privacy Policy

Current as of: 16 May 2025

Introduction

This privacy policy provides information to you, our patient, on how your personal information (including your health information) is collected and used within **FMP Wollongong/Woonona/Towradgi**, 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 to 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.

Note: Our patient registration form includes a section for patients to provide consent.

Why do we collect, use, hold and share your personal information?

FMP Wollongong collects 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).

What personal information do we collect?

We collect the following information about you:

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

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?

We collect your personal information in several ways:

1. **When you first make an appointment**, our staff collect your personal and demographic information via your registration.
2. **During the course of providing medical services**, including via:
 - Electronic Transfer of Prescriptions (eTP)



- My Health Record (Shared Health Summary, Event Summary)
(*FMP Wollongong participates in these eHealth services.*)

3. When you:

- Visit our website
- Send us an email or SMS
- Telephone us
- Make an online appointment
- Communicate via social media

4. From other sources when it is not practical to collect it from you directly, including:

- Your guardian or responsible person
- Other healthcare providers, such as specialists, allied health professionals, hospitals, community health services, and pathology/imaging providers
- Your health fund, Medicare, or the Department of Veterans' Affairs

Use of Artificial Intelligence and Lyrebird

As part of our commitment to quality care and modern documentation practices, **FMP Wollongong** uses **secure artificial intelligence (AI) tools** to support clinical operations, including:

- **Lyrebird Health** – a secure, privacy-compliant clinical voice-to-text tool used to transcribe and summarise consultations. This tool assists clinicians in efficiently and accurately documenting patient care.
- AI tools may assist in the preparation of clinical notes, letters, and communication summaries. These tools are configured to comply with Australian privacy laws and do **not** store or reuse identifiable information.

All AI technologies used by our practice:

- Are vetted for data security and compliance with the **Australian Privacy Principles (APPs)**
- Do **not** transmit personal data outside Australia unless expressly permitted by law and consented to by the patient
- Operate under strict access controls and secure transmission protocols

You can request more information about our use of AI technology or opt out of AI-supported documentation at any time by contacting the Practice Manager.

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

We may share your personal information:

- With third parties who work with **FMP Wollongong** for business purposes (e.g., accreditation bodies, IT providers, secure transcription providers like Lyrebird)



- With other healthcare providers
- When required or authorised by law (e.g., court subpoenas)
- To prevent or lessen a serious threat to health or safety
- To assist in locating a missing person
- To establish or defend a legal claim
- For confidential dispute resolution
- Where diseases require mandatory reporting
- Via eTP or My Health Record, where applicable

We **do not share personal information outside Australia** unless legally required and only with patient consent. Any overseas services used (if any) will be listed transparently and secured according to applicable laws.

We **do not use your personal information for marketing** our services without your consent. If you consent, you may withdraw it at any time in writing.

We may provide **de-identified patient data** to population health programs or for quality improvement. This data is secure, anonymised, and stored in Australia. If you do not wish your data to be included, inform our reception staff.

How do we store and protect your personal information?

We store personal information in:

- Paper records
- Electronic medical records
- Visual media (e.g., X-rays, photos, videos)
- Audio recordings (e.g., securely stored Lyrebird audio files)

All data is stored securely using:

- Encrypted electronic systems
- Password protection
- Locked physical storage
- Confidentiality agreements for staff and service providers

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

To access or correct your personal information:

- Submit a written request at reception or via email: wollongong@fmp.net.au
- We will respond within **30 days**
- Reasonable fees may apply for copying or printing medical records (not for the request itself)



We may ask you to verify your information periodically to ensure it remains accurate and up to date. You can also request corrections at any time via the contact above.

How can you lodge a privacy-related complaint, and how will it be handled?

To raise a privacy concern or lodge a complaint:

- Contact our **Practice Manager** at:
FMP Wollongong
123 Medical Centre Lane
Wollongong, NSW 2500
Phone: (02) 1234 5678
Email: wollongong@fmp.net.au

We will respond within **30 days**. If you're not satisfied with the outcome, you may contact:

- **Office of the Australian Information Commissioner (OAIC)**
Website: www.oaic.gov.au
Phone: 1300 363 992

You may also contact the **NSW Health Care Complaints Commission** if relevant.

Privacy and our website

Our website and social media platforms may collect limited personal information (e.g., name, email, IP address) when you contact us online or make appointments. We use cookies and website analytics to improve services. All data collected is handled in accordance with this privacy policy.

Policy review statement

This privacy policy is reviewed regularly and updated to reflect any changes in law or clinical practice. Updates will be available on our website and at the reception desk.