Privacy, Patient Information and AI Notice

Last Updated: September 2026

Welcome to Providence Medical Ettalong

At Providence Medical Ettalong, we are committed to providing high-quality, patient-centred healthcare while protecting your privacy.

To provide you with medical care, we collect and manage personal and health information. We handle this information in accordance with Australian privacy laws and professional standards. Your health information is considered sensitive information and receives special protection under Australian law.

Why We Collect Your Information

Our doctors, nurses, and administrative staff collect information so that we can:

- Provide medical assessment, diagnosis, and treatment
- Maintain an accurate medical record
- Manage appointments, recalls, and reminders
- Coordinate your care with specialists and other healthcare providers
- Process Medicare, DVA, and health fund claims
- Meet legal, professional, and accreditation obligations
- Improve the quality and safety of our services

Without relevant health information, we may be unable to provide appropriate medical care.

Information We May Collect

We may collect:

- Name, date of birth, address, phone number, and email
- Medicare, DVA, concession card, and health fund details
- Medical history and family history
- Current medications and allergies
- Consultation notes and treatment records

- Pathology and imaging results
- Specialist letters and hospital discharge summaries
- Emergency contact information
- Payment and billing information

This information may be collected directly from you or, where appropriate, from your carer, specialist, hospital, allied health provider, or another healthcare professional involved in your care.

How We Use and Share Your Information

Your information may be shared with healthcare providers involved in your treatment, including:

- Specialists
- Hospitals
- Pathology laboratories
- Radiology providers
- Allied health practitioners
- Pharmacies
- Government agencies where required by law

We only share information that is reasonably necessary for your care or where we are authorised or required to do so.

We do **not sell patient information**.

Appointment Reminders and Patient Communications

We may contact you by:

- SMS
- Email
- Telephone
- Patient portal notifications

These communications may include:

- Appointment reminders

- Results follow-up requests
- Preventive health reminders
- Recall notices
- Practice updates

Please tell our reception team if you prefer not to receive certain communications.

Our Use of Artificial Intelligence (AI)

Like many modern healthcare practices, we may use secure technology platforms, including Artificial Intelligence (AI), to support our doctors and staff in delivering efficient and high-quality care.

AI may assist with:

- Clinical note-taking and transcription
- Drafting referral letters and reports
- Appointment scheduling and patient communications
- Administrative tasks
- Quality improvement activities

What AI Does Not Do

AI is used to support our team, not replace them.

Our doctors and healthcare professionals remain responsible for:

- Clinical assessment
- Diagnosis
- Treatment decisions
- Prescribing
- Medical advice
- Management of your healthcare

AI does not make healthcare decisions independently.

AI-Assisted Consultation Notes

Some GPs in our practice may use approved AI-assisted clinical documentation tools during consultations.

These tools help reduce administrative workload and improve the accuracy of medical records by creating draft consultation notes.

Any notes, summaries, letters, or documentation generated using AI are reviewed by your GP before being added to your medical record or used for your care.

If you have questions about the use of these tools, please discuss them with your doctor.

How We Protect Your Information

We take reasonable steps to protect your personal and health information through:

- Secure electronic medical records
- Encrypted systems and communications
- Restricted access to patient records
- Cybersecurity safeguards
- Staff privacy training
- Ongoing monitoring and security reviews

Only authorised members of our team can access your information when required to perform their duties.

Overseas Storage and Service Providers

The technology providers we use may store or process information using secure cloud-based systems, including systems located outside Australia.

Where overseas service providers are used, we take reasonable steps to ensure appropriate privacy, confidentiality, and security protections are in place.

Patient Consent

By registering as a patient of Providence Medical Ettalong, attending consultations, or providing personal information to us, you consent to us collecting, using, storing, and disclosing your information for the purpose of providing healthcare and managing our practice.

This includes the use of secure electronic health record systems and approved technology platforms that support:

- Clinical care
- Medical documentation
- Appointment management
- Patient communications
- Practice administration

Where AI-assisted technologies are used, they operate under the oversight of our healthcare professionals and support, rather than replace, clinical decision-making.

If you have concerns about the use of technology in your care, please speak with your GP or our Practice Manager.

Accessing Your Health Information

You may request access to your health record or ask us to correct inaccurate information.

Requests should be made in writing to the Practice Manager.

Access may be subject to legal or clinical limitations and may incur an administration fee where permitted by law.

Privacy Complaints

If you have concerns about how your information has been handled, please contact:

Practice Manager - Kate Donovan
Phone:02 43 42 1555
Email: k.donovan@providencemedical.com.au

We will investigate your concerns and respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact:

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

Data Breaches

If a privacy breach occurs that is likely to result in serious harm, we will manage the incident in accordance with Australian Notifiable Data Breach requirements, including notifying affected individuals and the OAIC where required.

Our Commitment to You

At Providence Medical Ettalong, we are committed to protecting your privacy, maintaining confidentiality, and using technology responsibly to support safe, efficient, and high-quality general practice care. Every important healthcare decision remains under the care of your GP and healthcare team.