



Privacy for Medical Practices: All Your Questions Answered!



HOSTED BY
Ella Cannon Partner



Thursday 1st October
12:30pm AEST



In the spirit of reconciliation, HotDoc acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.



Housekeeping



This session is being recorded & will be sent to you 4-6 hours after this session has concluded along with the resources.



Pre-submitted questions will be addressed at the end of today's session, we will do what we can to address additional questions submitted during the LIVE webinar



In the “related content” you’ll find our further feedback form.



Your certificate of attendance will be accessible at the 40 min mark, you can access via the  certificate icon on your console.



Have a play around with the console/ icons on your screen for an interactive experience.



Please take some time to complete our feedback survey to let us know what you thought of today's session.



1

CONSENT • THIRD-PARTY RELEASE

Is verbal consent from the patient to release a health summary to a third party enough?



2

RECORDS ACCESS • LEGAL OBLIGATION

Are you legally obligated to give patients their records?



3

RECORDS ACCESS • CLINICAL NOTES

Are patients entitled to the doctor's notes?



4

RECORDS ACCESS • THIRD PARTIES

Assuming that we would only have to share our own GP records and not any third parties?



5

RECORDS ACCESS • THIRD PARTIES

Can we supply results and specialist letters created by third parties when a patient requests their full record?



6

RECORDS ACCESS • THIRD PARTIES

Many specialists notate on the bottom of their correspondence advising “can not be shared with a third party” — is this legal?



7

DECEASED PATIENTS • FAMILY ACCESS

Deceased patients — if a patient's child asks for their file, where does that stand?



8

DECEASED PATIENTS • FAMILY ACCESS

Deceased patient's family requesting their records — where does that stand?



ACCESS FEES



What is considered a “reasonable fee”?



9

ACCESS FEES

Victoria:

Activity	Maximum fee
Supervise inspection of records	\$20.70 per half hour
Assess and collate records	\$43.20
A4 black-and-white copies	20 cents per page
Retrieval of off-site records	\$20.70
Postage	Actual postage cost
Prepare a summary (if one doesn't already exist)	Usual consultation fee or \$50.10 per quarter hour up to \$162.30
Transfer records to another health service provider	20 cents per page for A4 copies or reasonable costs for other formats



ACCESS FEES

ACT:

Activity	Fee
View a record	\$18.95
Electronic copy (including secure messaging)	\$18.95
Hard copy up to 50 pages	\$52.10
Encrypted USB copy	\$36.70
More than 50 pages	\$52.10 plus 45 cents per page above 50 pages
Written summary	\$108.40
Explanation by health service provider	Usual consultation fee

10

RECORDS ACCESS • EMAIL



Are you allowed to email patients' notes to them at their request?
Emailing on Yahoo Mail.



What are the regulations for minors when there is separation of parents/legal guardians? It's very difficult to protect the minor's privacy and relationship with the GP — especially if the minor has disclosed things you don't want the parent reading.



What is the law regarding electronic records and retention?



We destroy paper files per the rules. We don't know what to do re electronic records, as they get made Inactive but our software does not seem to enable destruction of an Inactive record.



We went to digital/electronic records in 2000 so our GPs have given us permission to destroy all our old paper records, even if the patient is still a current patient. Is this ok to do?



What about patients who are deceased? When can you delete their file, if applicable?



With regards to retention — what about patients who are intellectually disabled?



Following up on intellectually disabled patients after they have passed away — is the 7-year retention period still applicable for patients with an intellectual disability in care? It's very hard to find written documentation on the required time frame — previously it seemed to be until the person would have turned 80.



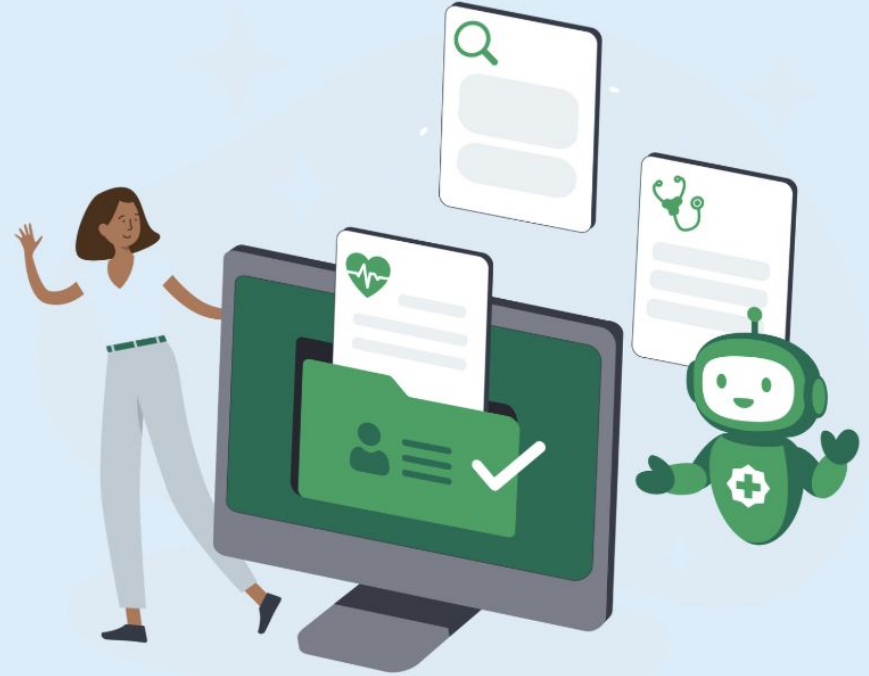
If the clinic is transitioning to a new owner, how long prior to closure should patients be notified?



I'm particularly interested in privacy in regards to AI — as a scribe for clinical notes, for reception, and for document management. We are working on our AI policy before implementation, so great timing of this webinar.

Paperwork, meet...

Document Assistant



AI powered document handling for Best Practice is now LIVE

Available in the HotDoc app
for patients now!



Prescriptions, meet Health Wallet

Securely store your scripts and set reminders, right in the HotDoc app



Menopause Myth-Busting: What the Evidence Actually Says About HRT

HOSTED BY



Dr Ceri Chashell

Specialist General Practitioner
Co-Founder & Clinical Director, Healthy Hormones



RACGP

CPD Approved
Activity

Educational
Activities

01
hours

Wednesday
28th October
7:30pm AEST

Questions?



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