

Chevron After Hours Medical Service

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Phone: 07 5532 8666 Fax: 07 5636 0996
Email: mail@medical-locums.com
www.afterhoursdoctor.com

1. Privacy Policy 2026

Chevron After Hours Medical Service (“Chevron”, “the practice”, “we”, “us” or “our”) is committed to protecting the privacy, confidentiality and security of personal information and health information.

This Privacy Policy explains how Chevron collects, holds, uses and discloses personal information. It also explains how patients may access and request correction of their information, and how privacy concerns or complaints can be made.

Chevron is bound by the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), to the extent applicable. We manage personal and health information in accordance with applicable privacy, health-record, professional and legal obligations.

2. Who this policy applies to

This Privacy Policy applies to personal information and health information collected, held or managed by:

Chevron After Hours Medical Service

125 Nerang Street, Southport QLD 4215

Telephone: 07 5532 8666

Email: mail@medical-locums.com

Website: www.afterhoursdoctor.com

Chevron provides administrative, premises, booking, billing, information-management and practice-support services for after-hours medical consultations.

Independent medical practitioners may provide medical services from, or in association with, Chevron. These doctors are independent practitioners and may have their own professional and privacy obligations. Where an independent doctor holds information separately from Chevron, the doctor may maintain a separate privacy policy.

Information held in Chevron’s practice systems is managed in accordance with this Privacy Policy unless patients are specifically advised otherwise.

3. Contacting us about privacy

Patients may contact the Practice Manager about this Privacy Policy, access or correction requests, privacy concerns or privacy complaints.

Privacy contact: Practice Manager

Telephone: 07 5532 8666

Postal address: 125 Nerang Street, Southport QLD 4215

Email: mail@medical-locums.com

4. Why we collect personal information

Chevron collects, holds, uses and discloses personal information to provide and support safe, effective and appropriate healthcare services.

We may collect, use and disclose information for purposes including:

- Registering patients and confirming identity

- Making, changing and managing patient waiting lists
- Providing medical assessment, treatment, care and follow-up
- Maintaining accurate clinical records
- Communicating with patients, parents, guardians, authorised representatives and other healthcare providers
- Arranging referrals, prescriptions, pathology, diagnostic imaging, hospital care and other health services
- Processing Medicare, Department of Veterans' Affairs, private-health-fund or other payment claims, where relevant
- Processing payments, refunds and accounts
- Meeting legal, regulatory, professional, accreditation, reporting, audit and insurance obligations
- Managing feedback, compliments, complaints, incidents and privacy concerns
- Maintaining the safety, quality and continuity of practice services
- Undertaking internal quality-improvement, risk-management, training and accreditation activities
- Managing and protecting practice information systems, facilities and operations.

We collect only information that is reasonably necessary for these purposes.

5. Information we may collect

The personal information and health information we may collect includes:

- Name, date of birth, sex, gender, address, telephone number, email address and emergency contact details
- Medicare number, Individual Healthcare Identifier (IHI), Department of Veterans' Affairs details, concession details and health-fund information, where relevant
- Medical history, current conditions, medicines, allergies, immunisations, family history, social history, risk factors and relevant lifestyle information
- Consultation notes, examination findings, diagnoses, treatment plans, referrals, prescriptions, pathology and imaging results, hospital correspondence and other clinical information
- Information about a patient's support needs, communication requirements, guardian, substitute decision-maker or authorised representative, where relevant
- Billing, payment, rebate and account information
- Communications with the practice, including telephone, written, email, SMS, website or other electronic communications
- Information received from other healthcare providers, hospitals, specialists, allied health professionals, pathology and imaging providers, pharmacies, Medicare, the Department of Veterans' Affairs or other authorised persons and organisations
- Technical information collected through the practice website or online services, if used.

6. How information is collected

Information is usually collected directly from the patient, or from a parent, guardian or authorised representative, when a patient:

- Attends the practice or receives a home visit
- Makes an appointment by telephone, online or in person
- Completes a registration form or other practice form

- Communicates with the practice by telephone, email, SMS or other approved method
- Receives clinical care from an independent doctor consulting through Chevron.

Information may also be collected from other sources where it is necessary and appropriate for the patient's care or otherwise permitted or required by law. These sources may include:

- Parents, guardians, carers or authorised representatives
- Other healthcare providers, including GPs, specialists, hospitals, community-health services, pharmacies, pathology providers and diagnostic-imaging providers
- Medicare, Services Australia, the Department of Veterans' Affairs, health funds or other funding bodies
- Emergency services or public-health authorities
- Referring practitioners or organisations.

Where practicable, patients will be informed when personal information is collected from a third party.

7. Anonymity and pseudonyms

Patients may request to deal with Chevron anonymously or using a pseudonym where this is lawful and practicable.

However, this may not be possible where identification is required to provide safe and appropriate medical care; create and maintain an accurate health record; arrange Medicare or other claims; issue prescriptions or referrals; meet legal obligations; or manage an emergency or serious clinical risk.

If a patient does not provide information reasonably required for their care, this may affect the doctor's ability to provide treatment or may mean the practice cannot provide the requested service.

8. Use and disclosure of information

Chevron uses and discloses information only for the purpose for which it was collected, for a directly related purpose a patient would reasonably expect, with the patient's consent, or where otherwise permitted or required by law.

Depending on the circumstances, personal information may be disclosed to:

- The independent doctor or other clinician involved in the patient's care
- Chevron staff and contractors who require access to perform their duties, such as reception, administration, billing, information technology and practice management
- Other healthcare providers involved in the patient's care, including usual treating Medical Practitioners, hospitals, specialists, allied health professionals, pathology providers, imaging providers and pharmacies
- Medicare, Services Australia, the Department of Veterans' Affairs, health funds and payment-service providers, where relevant
- A parent, guardian, authorised representative or substitute decision-maker, where authorised or permitted
- Government, regulatory, public-health, law-enforcement or court bodies where disclosure is authorised or required by law
- Appropriate persons or organisations where necessary to lessen or prevent a serious threat to life, health or safety, where permitted by law
- Professional advisers, insurers, auditors, accreditation agencies and service providers where necessary for lawful practice operations, subject to appropriate confidentiality and privacy safeguards.

Chevron does not sell patient personal information.

We will obtain consent for uses or disclosures that are not otherwise permitted or required by law.

9. Communication with patients

Chevron may contact patients by telephone, SMS, email, post or other agreed method for purposes related to their healthcare or dealings with the practice. This may include follow-up requests, clinical reminders, billing matters, requests to update contact details, feedback responses and other information relevant to the patient's care.

Electronic communication carries some privacy and security risk. The practice takes reasonable steps to protect information, but patients should avoid sending urgent, highly sensitive or clinically urgent information by ordinary email.

Email and SMS must not be used for urgent medical advice or emergencies. Patients requiring urgent care should contact the practice by telephone, call Triple Zero (000), or attend the nearest emergency department, as clinically appropriate.

10. Marketing

Chevron will not use or disclose personal information for direct marketing of health services without the patient's consent, unless otherwise permitted by law.

A patient may withdraw consent to receive marketing communications at any time by contacting the Practice Manager.

11. Quality improvement, training and research

Chevron may use information for internal quality improvement, practice management, risk management, accreditation, audit and staff training. Wherever practicable, information used for these purposes will be de-identified or handled in a way that protects patient privacy.

Identifiable health information will not be used for research or disclosed to researchers unless the patient has provided appropriate consent or the use or disclosure is otherwise permitted or required by law and applicable ethical requirements.

12. Artificial intelligence and document automation

Chevron permits approved independent medical practitioners to use artificial-intelligence (AI) scribe tools, including **Heidi Health** and **Lyrebird Health**, to assist with creating clinical consultation notes.

Where an AI scribe is used, the practitioner will explain its purpose to the patient before the consultation is recorded or processed. The practitioner will obtain and document the patient's informed consent before each use. Patients may decline the use of an AI scribe, and this will not affect their access to care or the standard of care provided.

AI scribes may listen to or record the consultation and generate a draft clinical note. The treating practitioner remains responsible for the consultation, clinical decisions and the accuracy, completeness and appropriateness of the final health record. AI-generated content is reviewed and amended by the practitioner before it is entered into the patient's health record.

Chevron and practitioners using AI scribes will take reasonable steps to ensure that the selected product is assessed for privacy, information security, data storage, access controls, data retention, secondary use of information and compliance with applicable privacy and professional obligations.

13. Storage and security

Chevron stores information in paper and electronic formats, including clinical records, administrative records, correspondence, billing information, reports, referrals, results and electronic communications.

Chevron takes reasonable steps to protect information from misuse, interference, loss, unauthorised access, modification or disclosure. Measures may include:

- Role-based access to practice systems
- Individual user names and passwords
- Confidentiality obligations for staff, contractors and clinicians
- Secure storage of paper records
- Secure clinical-information and billing systems
- Information-security procedures, software updates, backups and access controls
- Secure disposal or destruction of information when no longer required
- Staff training and incident-reporting processes
- Data-breach assessment and response processes.
- Clinical software, billing system, email host, cloud storage/backup provider, IT support arrangements and records are hosted in Australia.

14. Overseas disclosure and storage

Chevron does not ordinarily disclose patient personal information to recipients located overseas. However if required to by law, Chevron will take reasonable steps to ensure that any overseas recipient of personal information handles that information in a manner consistent with applicable Australian privacy obligations.

15. Accessing and correcting information

Patients may request access to personal information and health information held by Chevron. Requests should be made in writing to the Practice Manager using the contact details in this policy.

Chevron may ask patients to verify their identity before releasing information. Access will generally be provided within a reasonable period, usually within 30 days, subject to applicable legal and professional requirements.

In some circumstances, access may be refused or limited where permitted by law. If access is refused or limited, Chevron will provide written reasons and information about available complaint options, where required.

Patients may request correction of information they believe is inaccurate, out of date, incomplete, irrelevant or misleading. Chevron will take reasonable steps to correct the information or, if it does not agree that the information requires correction, take appropriate steps in accordance with applicable law.

Chevron may charge a reasonable fee for the cost of providing access, such as copying, printing, postage or preparing information. There is no fee for making an access request or requesting correction.

16. Retention and disposal

Chevron retains personal information and health records for the period required by applicable law, professional obligations, clinical needs, insurance requirements and operational requirements.

When information is no longer required and it is lawful and appropriate to do so, Chevron will take reasonable steps to securely destroy or permanently de-identify the information. Paper records will be securely destroyed and electronic information will be securely deleted or otherwise disposed of using appropriate safeguards, subject to backup, legal, audit and retention requirements.

17. Privacy complaints

Patients who have a concern about how Chevron has handled their personal information should contact the Practice Manager in writing, by telephone or by email.

Chevron will acknowledge and investigate privacy complaints and aim to provide a written response within 30 days, or advise the patient if more time is reasonably required.

If a patient is not satisfied with Chevron's response, they may contact the Office of the Australian Information Commissioner:

Office of the Australian Information Commissioner

Telephone: 1300 363 992

Website: www.oaic.gov.au

18. Data breaches

Chevron has processes for identifying, assessing, containing and responding to suspected or actual privacy breaches.

Where a data breach is likely to result in serious harm and meets the requirements of the Notifiable Data Breaches scheme, Chevron will notify affected individuals and the Office of the Australian Information Commissioner as required by law.

19. Changes to this policy

Chevron may review and update this Privacy Policy from time to time to reflect changes to practice operations, technology, legislation, professional requirements or privacy practices.

The current version will be available on the practice website, at reception and on request without charge.