

# Coffs Harbour Women's Health Centre

## Privacy Policy

Current as of: January 2026 (Review January 2027)



### Introduction

**The objective of this policy is to provide our patients with clear information on how your personal information is collected and used within our practice. Occasionally we also need to share your information to involve others in your healthcare and this policy outlines when, how, and why we share your information.**

### Who can I contact about this policy?

Please contact the practice by email [whc@healthvoyage.org.au](mailto:whc@healthvoyage.org.au)

### Why and when is your consent 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 so they can provide you with the best possible healthcare. Our practice will also obtain informed consent for real time audio/visual recording, duplication and storage of a consultation including telehealth and Lyrebird. 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. It is important to us that as our patient, you understand why we collect and use your personal information.

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

Our practice collects uses stores and shares your personal information primarily to manage your health safely and effectively. This includes providing healthcare services, managing medical records and ensuring accurate billing and payments. Additionally, we may utilise your information for internal quality and safety improvement processes such as practice audits, accreditation purposes and staff training to maintain high-quality service to our patients. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health.

### What personal information do we collect?

The information we collect about you may include your name, date of birth, address, contact details, medical information including; medical history, medications, allergies and adverse reactions, immunisations, social history, family history and risk factors, consent for use of Lyrebird, Telehealth, Medicare number, healthcare identifiers, and health fund details

### Can you deal with us anonymously?

You have the right to deal with us anonymously or under a pseudonym unless it is impractical for us to do so or unless we are required or authorized by law to only deal with identified individuals.

### How is personal information collected?

Our practice may collect personal information in several different ways. When you make your first appointment our practice staff will collect your personal and demographic information via your registration. While providing medical services, further personal information may also be collected via electronic scripts, Lyrebird AI, my health Record e.g. via Shared Health Summary,

Event Summary, CCTV footage (collected from outside the premises for security and safety purposes). We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media. In some circumstances, personal information may also be collected from other sources including your guardian or responsible person, other involved healthcare providers, such as specialists allied health professionals, hospitals, community health services and pathology and diagnostic imaging services, your health fund, Medicare, or Centrelink.

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

We sometimes share your personal information with third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers. These third parties are required to comply with the APPs and this policy. With other healthcare providers (only relevant medical information regarding treatment will be shared in referral letters and correspondence), when it is required by law e.g. court subpoenas, when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent. To assist in locating a missing person, to establish, exercise or defend an equitable claim, for the purpose of confidential dispute resolution process, when it is a statutory requirement to share certain person information e.g. some diseases require mandatory notification. When it is provision of medical services, through electronic prescribing, my health record e.g. via shared health summary, event summary. Only people who need to access your personal information will be able to do so. Other than providing medical services or as otherwise described in this policy, our practice will not share your personal information with any third party without your consent. Our practice will not share your personal information with anyone outside of Australia (unless under exceptional circumstances that are permitted by law) without consent.

### **Will your information be used for marketing purposes?**

Our practice may use your personal information to improve the quality of the services offered to patients through research, analysis of patient data for quality improvement and for training activities with the practice team. We may provide de-identified data to other organisations to improve population health outcomes. The information is secure, patients cannot be identified, and the information is stored within Australia. You can let reception know if you do not want your information to be included.

### **How are document automation technologies used?**

Document automation is where systems use existing data to generate electronic documents relating to medical conditions and healthcare. Our practice uses document automation technologies to create documents such as referrals, which are sent to other healthcare providers. The documents contain only your relevant information. These document automation technologies are used through secure medical Software Health Link. All users of the medical software have their own unique user credentials and passwords and can only access information that is relevant to their role in the practice team. The practice complies with the Australian privacy legislation and APPs to protect your information. All data, both electronic and paper are stored and managed in accordance with the Royal Australian College of General Practitioners.

### **How is your personal information stored and protected?**

Your personal information may be stored at our Centre in various forms which may include paper records, electronic records, visual e.g. x-rays, CT scans, videos and photos. Our practice stores all personal information securely. All records are stored in electronic format, in password protected information systems, monitored and tested on a regular basis to ensure confidentiality. All Centre staff and contractors are required to sign a confidentiality agreement upon commencement of employment. CCTV is only monitored for the purpose of security for the outside of the practice.

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

You have the right to request access to and correction of your personal information. Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing and our practice will respond within 14 days, however we advise it may take up to 30 days. We do not charge fees for you to access your records; however, a fee may be charged for complying with the request in line with Privacy legislation. If fees are applicable, we will advise at the time of our initial response to your request. Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and this can be done by requesting in writing to the Centre Manager, CHWHC 45-53 Little Street Coffs Harbour NSW or email [whc@healthvoyage.org.au](mailto:whc@healthvoyage.org.au).

### **How can you lodge a privacy related complaint and how will the complaint be handled at our practice?**

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure. Please contact the Centre by sending your complaint or concern to Centre Manager, CHWHC PO Box 46 Coffs Harbour NSW 2450 or email [jchakos@healthvoyage.org.au](mailto:jchakos@healthvoyage.org.au)

We endeavour to respond to your correspondence within 14 days however it may take up to 30 days in some instances. If you do not feel we have resolved your issue you may also contact the office of the Australian Information Commissioner. The office of the Australian Information Commissioner will require you to give them time to respond before they investigate. You can call the OAIC (Office of Australian Information Commissioner) on 1300 363 992 or for further information visit [www.oaic.gov.au](http://www.oaic.gov.au).

### How is privacy on the website maintained?

At the Women's Health Centre any personal information you share with us through websites, email and social media is handled securely and confidentially. This practice uses analytics and cookies.

### AI assisted consultations using Lyrebird Health software.

Some of our clinicians are using AI assisted software during consultations, your consent must be obtained before use. Further information regarding Lyrebird detailed below:



Lyrebird Health recognises the value of privacy in healthcare and is committed to safeguarding patient data.

With strict compliance to Australian regulation, Lyrebird Health is designed to prevent unauthorised access, uphold patient anonymity, and securely dispose of sensitive data.



Transcription is performed exclusively within Australia



Audio file is immediately destroyed post-transcription.



Transcription is redacted of sensitive, personal identifying information received.



Post-redaction, the transcript is encrypted. It is not stored in its original form.



Only the concerned clinician can access your health data.



By default, data is stored on our Australian servers for 24 hours before being deleted.

---



Learn more about how Lyrebird Health is ensuring your privacy at <https://www.lyrebirdhealth.com/patient>

### Brief explanation of Lyrebird Health

How it works; Lyrebird listens to the consultation and transcribes in real time, once notes have been created all audio files are destroyed. If you do not consent to use of Lyrebird it will be turned off during your consultation.

Lyrebird data is stored on Lyrebird's Australian Amazon Web Services (AWS) infrastructure. The data is fully encrypted using bank level 256-bit encryption. Encryption is a method to scramble readable data into an unreadable format protecting it from unauthorised access. 256-bit encryption is the most powerful encryption standard that is available. No party including AWS can access patient information.

## Lyrebird Summary

A patient can access or review the Lyrebird created notes by requesting access to the conversation or the Lyrebird created notes.

No party including Amazon Web Services (AWS), which provides Lyrebirds server infrastructure has access to patient information.

If as a patient, you do not feel comfortable with Lyrebird listening in on the consult please advise the Clinician and they will discontinue using it for the consultation.

Lyrebird created notes and documents storage is set at 1 day to allow the clinician adequate time to edit the notes in the patient medical record.

It is ok not to use Lyrebird AI during the consultation it will not negatively impact the patient care. However, using Lyrebird will help the clinician to focus on the patient more effectively without needing to write notes during the consultation.

Lyrebird notes and documents are designed to be accurate and comprehensive recount of the patient consultation. They are reviewed by the clinician prior to being saved into patient's medical records.

All users of the medical software have their own unique user credentials and passwords and can only access information that is relevant to their role in the practice team.

The practice complies with the Australian privacy legislation and APPs to protect your information.

All data, both electronic and paper are stored and managed in accordance with the royal Australian college of general practitioners.

## Policy review statement

Our privacy policy is reviewed regularly to ensure compliance with current obligations. If any changes are made, they will be reflected on the website. For significant changes our practice may communicate directly to patients via email or other means.