

# Your Privacy – Patient FAQs

## version September 2023

### **1. What information of mine is considered personal information?**

There are three types of information that we collect about you that are personal information.

These are:

- a) identity related information (e.g. your name, contact details, sex, gender, date of birth, Medicare card number, individual health identifiers);
- b) medical related information (e.g. your clinical history, such as medications you take and previous test results, family, medical or employment history); and
- c) administrative and billing related information (e.g. insurance and credit card numbers).

All personal information that is collected about you so we can provide you with a health service is considered health information under the Privacy Act 1988, and strict requirements apply to how we handle this information.

### **2. If I choose not to provide I-MED with any personal information requested, can I still have my procedure done?**

No, unfortunately if you choose not to provide the requested personal information to I-MED, I-MED will be unable to provide its services. Your personal information is required in order to provide medical services to you under a number of Australian laws.

### **3. I don't want my information being uploaded to MyHealth Record or any information in MyHealth Record being accessed. What should I do?**

I-MED does not set up MyHealth Record accounts for patients or alter their preferences. If you do not have a MyHealth Record nothing will be created or uploaded for you.

If you have a MyHealth Record the information will be uploaded in accordance with your preferences,

which you can control. Further information on MyHealth Record is available at My Health Record | Australian Digital Health Agency.

A specific MyHealth Record FAQ is available from reception if your clinic is set up for MyHealth Record.

### **4. Can I have my results emailed to me?**

No, for security reasons I-MED is unable to email you your results directly. However, you are able to securely access your results through the Patient Portal.

### **5. Can I limit access to my results to my Referrer only?**

No, access to medical results within I-MED systems cannot be limited to a single medical professional. This is for several reasons, including so that results are available in case of an emergency. When a medical practitioner wishes to access your results, they are required to have specific personal information about you to identify you and then to access your results in the system.

### **6. Why do overseas providers need to access my information?**

Generally, they will not need to. However, I-MED has overseas service providers that may need to access patient personal information in limited ways with the most common being:

- a) incidental access to I-MED's patient information by software or medical equipment providers in the course of providing maintenance and support (such as servicing machines or resolving a software bug); or
- b) directly to receive a specific service, for example a small number of clinics use medical typing services to prepare radiology reports which have been dictated.

There are security procedures and contractual protections in place to protect your personal information for all of these arrangements.



## 7. I want to access my information and results.

### How do I do that?

To access your personal information you will need to contact your I-MED clinic and we will need to verify your identity. This is done by providing or confirming your personal information (such as a combination of your date of birth, mobile number or email address). This may be documented through a form.

If we refuse your request for access to or correction of your personal information, we will tell you why and advise you of any next steps.

## 8. Is there a cost to access my information?

Usually no, but in some cases charges may apply to provide copies of reports or images. We will tell you about any costs before they are incurred.

## 9. I want to authorise someone else to collect my information. How do I do that?

If you want to have another person (your authorised representative) obtain a copy of your medical records or other personal information on your behalf:

- a) you will need to establish your identity as set out above;
- b) you must provide us with written consent naming the person who is to collect your information; and
- c) at the time of collection, the authorised representative will need to verify their identity to us.

We cannot provide an authorised representative with access to your personal information unless we have received written consent from you or they have legal authority (for example under a guardianship). Where they have legal authority they may be required to provide documentation to confirm that.

## 10. I want to withdraw my consent. How do I do that?

Please contact the Privacy Officer as indicated in the Privacy Policy or at question 12 below. They will inform you of the consequences of withdrawing consent and confirm your request in writing.

## 11. How do I know which I-MED entity provided the service?

The I-MED entity that provided your services is based on the location where you attended one of our services as set out below:

State	I-MED Company
NSW / ACT	I-MED New South Wales Pty Ltd
Metro QLD	I-MED Queensland Pty Ltd
Regional QLD	I-MED Central Queensland Pty Ltd
WA	I-MED Western Australia Pty Ltd
NT	I-MED Northern Territory Pty Ltd
TAS	I-MED Regional Pty Limited
VIC	I-MED Victoria Pty Ltd

## 12. My questions and concerns have not been answered by this FAQ. What should I do?

If your question has not been answered or you still have questions and concerns please contact the I-MED Privacy Officer at:

### I-MED Radiology Network

Attention: Privacy Officer  
GPO Box 514, Sydney NSW 2001

Email: [privacy@i-med.com.au](mailto:privacy@i-med.com.au)

Website: [www.i-med.com.au/your-privacy](http://www.i-med.com.au/your-privacy)

The clinic staff will endeavor to help you as much as they can with any questions you have regarding our Privacy Policy and your rights. However, as they are medical professionals specialising in patient care, or our administrative staff, some questions may need to be referred to the I-MED Privacy Officer.



**I-MED Radiology  
Network**

Comprehensive care. Uncompromising quality.