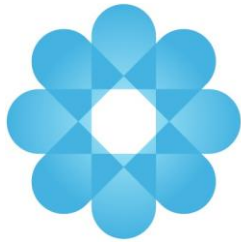


Warilla Medical Centre
Family Health Care

Heidi Health (Medical Scribe) Privacy Policy



Warilla Medical Centre

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Privacy Policy – Heidi Health (Medical Scribe)

Warilla Medical Centre

Effective Date: 1 September 2025

At **Warilla Medical Centre**, we use **Heidi Health (Medical Scribe)**, a secure digital tool designed to assist doctors and staff with documentation, note-taking, and workflow support. This Privacy Policy explains how your personal and health information is collected, used, stored, and protected when Heidi Health (Medical Scribe) is used as part of your care.

We are committed to protecting your privacy and managing your information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

1. What information is collected by Heidi Health (Medical Scribe)

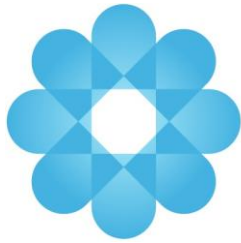
When Heidi Health is used during your care, it may collect and process:

- Your name, date of birth, and contact details.
- Medical history, symptoms, diagnoses, treatment plans, and prescriptions.
- Notes from consultations with your doctor.
- Information provided by you during appointments.

2. How information is collected

Heidi Health collects information through:

- Your consultations with doctors or staff who use Heidi Health.
 - Integration with our secure medical software systems.
 - Information you provide during your care at Warilla Medical Centre.
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3. Why we use Heidi Health (Medical Scribe)

We use Heidi Health to:

- Assist doctors in documenting consultations more accurately.
- Improve efficiency in recording and updating medical records.
- Support continuity and quality of care across our practice.
- Reduce administrative burden so doctors can focus more on patients.

Heidi Health does **not** make medical decisions. All clinical decisions are made by your treating practitioner.

4. Consent to use Heidi Health (Medical Scribe)

To ensure your privacy and autonomy, your consent is obtained for the use of Heidi Health (Medical Scribe):

1. Verbal Consent for Consultations:

- Each time a General Practitioner (GP) wishes to use Heidi Health (Medical Scribe) during a consultation, verbal consent will be requested from the patient.
- The GP will document this consent in the patient's medical record.

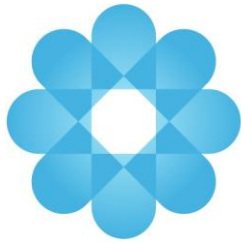
2. Existing Patients – One Off Written Consent:

- All existing patients will be asked to sign a one-off written consent form for the use of Heidi Health (Medical Scribe).
- This signed form will be scanned and stored in the patient's medical record.

3. New Patients – Registration Form Consent:

- For all new patients, a consent section will be added to the New Patient Registration Form.
- By completing and signing the registration form, consent for the use of Heidi Health (Medical Scribe) will be provided.

Consent may be withdrawn at any time by contacting Warilla Medical Centre. Withdrawing consent will not affect your access to care.



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5. Disclosure of your information

Information processed by Heidi Health may be:

- Used within Warilla Medical Centre to update your medical records.
- Shared only with doctors, nurses, and staff directly involved in your care.
- Stored on secure, Australian-based servers (or in accordance with Heidi Health's security standards).

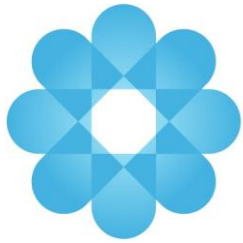
Your data will **not** be sold, used for marketing, or shared outside of your care team without your consent, unless required by law.

6. Storage and security

- Heidi Health (Medical Scribe) uses encryption and secure servers to protect your data.
 - Access is restricted to authorised Warilla Medical Centre staff.
 - We regularly review our systems to ensure compliance with privacy and security obligations.
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7. Access and correction

You can request access to your health information, or ask for corrections, by contacting Warilla Medical Centre. We will respond within a reasonable timeframe and may charge a small fee for preparing copies.



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8. Privacy concerns or complaints

If you have concerns about how your information is handled when using Heidi Health (Medical Scribe), please contact:

Practice Manager

Warilla Medical Centre
Shop 2, 12 – 14 George Street
WARILLA, NSW, 2528
(02) 4288 1020
admin@warillamedical.com

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au or on 1300 363 992.

9. Updates to this policy

We may update this Privacy Policy from time to time to reflect changes in technology or regulations. The latest version will always be available on request.