Patient Information
&
Privacy Policy

Crookwell: 161 Goulburn Street
Taralga: 75 Bunnaby Street

Phone: 02 4880 3809
Fax: 02 4744 3655
Email: reception@thrivegp.com.au
Visit: www.thrivegp.com.au

Acknowledgement of Country



Thrive GP Medical Practice acknowledges the Traditional Custodians of this land on which we live, work and learn.
We pay our respects to Aboriginal Elders both past and present, and extend that respect to all Aboriginal and Torres Strait Islander people.
We recognise their continuing connection to the land, water and community.

Local Aboriginal Artist - Jess Plumb

"Shows a community, that is connected. The gold is symbolic for how valuable this is. How important it is to come together and support each other. I used calming colours of blue and green represent healing, harmony, and prosperity."





"Varying shades of brown represent earthy ochres and rich soil tones. Elements of nature show how everything is connected - each part working together in balance of sustainability. Country is more than just land, it is a place of belonging, strengthening our connection to our ancestors and each other. It holds knowledge, traditions and stories passed down through generations. A source of life and resources, it holds meaning not only for Aboriginal people but for everyone, reminding us of our shared responsibility to respect and care for it."

"This painting shows the waterways that are essential to our natural environment and community. Flowing lines, symbols and patterns represent winding rivers, creeks, streams and dams that are all interconnected and reflect how waterways nurture ecosystems and support biodiversity. The blue symbolises life and renewal, demonstrating the essential role of water in sustaining life."



Our Mission

We strive to provide healthcare, which is evidence based, uptto date and compassionate. We show respect to patients with every contact we encounter. We value the important and unique contribution that every staff member makes to our business. We respect everyone's ideas and strengths and support each other to grow personally and professionally. Our short comings are embraced as opportunities to learn, not reasons for shame. We give our best at work, whilst being always mindful that we all need time for rest, family and joy. We support and engage with our community and appreciate the support and engagement our community shows us,

Thrive



We provide healthcare that is holistic and respectful, which enables people to enjoy their best possible health and to thrive in their lives. Our team supports each other to do their best. Together we grow and thrive.

Local

We live and work here because we love our community and are committed to it. We understand local concerns and aim for excellent care close to home.





Care

Our experienced GPs & Practice Nurses care for people of all ages. We provide acute care, health checks and manage complex and chronic illnesses, with compassion, respect and efficiency.

Thrive Medical Practice
Practice Details

New Patients to the Practice

A new patient is required to register with the practice. The registration form and transfer of medical records form can be found on our website, www.thrivegp.com.au. Paper registration forms are also available from the reception desk at the medical practice.
Initial consultations generally require a 30 min consult with the practice nurse, followed by a 30min GP consult. This allows our team to get a complete understanding of your healthcare needs.

Office Hours

8:30am - 5:00pm Monday to Friday.
Our phonelines will be available between 8.30am - 5.30pm Monday to Friday.

After-hours phone (subject to triage):
5.30pm - 11pm Weekdays and 8.30am - 1.00pm Saturdays

Urgent care outside of our available hours please present to Crookwell Hospital Emergency Department or call 000

Phone: 02 4880 3809
After Hours: 0473 003 868

Visit: www.thrivegp.com.au

App: AutoMed

Please note that we request at least 2 hours' notice for any appointment cancellations or rescheduling. Patients who fail to attend their scheduled appointments or provide adequate notice may be subjected to a cancellation fee of $30.
This policy helps us ensure that our services remain accessible to all patients in need of care.
Thank you for your understanding and cooperation.

We do accept walk in appointments that are deemed critical or urgent. We can arrange a consultation after initial triage.

Services We Offer

Telephone & TeleHealth Consults*

Our GPs can consult with you via telephone or video call. If your medical issues cannot be discussed with you virtually our reception team will let you know.
**Patients must be seen face to face at least once every 6 months*

Health Assessments

We provide free Health Assessments for patients over 75 and for patients that identify as Aboriginal or Torres Strait Islander.

Chronic Disease Management

Our GPs and RN nursing team provide comprehensive care for chronic conditions by utilising Care Planning services. If you are eligible for a Care Plan this can provide you with access to additional supports to manage your condition.

ECGs

Our RN nursing team can conduct ECGs

Women's Health

Our clinical team can help with cervical screening, birth control solutions including Implanon insertion, hormone replacement therapy, menopause assessment and treatment, breast screening referrals and more.

Healthy Heart Checks

For people aged 30yrs or more

On-The-Day Appointments

We always aim to have appointments available. On-the-day appointments become available at 8.30am each morning and can be booked by calling reception.

Quick Access Appointments

Similar to On-the-day appointments. Quick Access appointments are available Monday, Tuesday, Thursday and Friday. These appointments are for singular issues, patients will be triaged by the nurses and then reviewed by a GP.

Immunisations

Child immunisations, flu, Covid and travel immunisations can all be given by the RN team at ThriveGP. Your eligibility will need to be discussed with your GP prior to any injections being given.

Referrals

Our clinical team can provide referrals to specialists and allied health professionals to contribute to your care outcomes.

Men's Health

Our clinical team can help with men's physical, mental and social-wellbeing.

Infusions

Our RN nursing team can assist with intravenous infusions within the practice.

We are proud care providers within the local nursing home system.
Patients should discuss placement queries directly with the AgedCare facilities.

Scripts

We offer our patients the service of ordering scripts outside of a consultation, this service costs $25. Using this service does not guarentee the script will be released, the fee covers the cost of the Doctors time to reviw the request and approval is at their discretion.

Test Results

We will always notify you regarding results. Your GP will discuss with you how you will receive results when your tests are ordered. You may receive an SMS from Pathology (usually for respiratory swabs), email, phone call or face 2 face consultation with your GP may be arranged.
Your GP will contact you with urgent results. Our reception team will make arrangements for non-urgent results. If you have not heard about results within a reasonable time frame, please contact us - very occasionally a result may be lost, so please be in touch so we can chase up any missed results.

Communication policy

We endeavor to answer every phone call within our business hours, we endeavor to return phone messages by close of business on the same day. Our team will leave a voicemail when appropriate, we will not leave a message detailing your private medical information.
Email contact is not appropriate for clinical or medical queries unless explicitly advised by the Thrive GP team. All medical queries should be made over the phone, bookings can be made via AutoMed or phone.
We use automated SMS communication for appointment reminders and to let you know about upcoming programs, flu clinics etc.

Interpreters: *A telephone interpreter is available, please ask when booking your appointment, so we can arrange this.*
If at any time you have questions or concerns, please contact us so that we can help you.
We warmly welcome any feedback, its how we grow, improve and thrive.

Thrive GP Medical Practice Fees

Reviewed July 2026

For general consultations. children under 16 years, adults over 70 years, patients with a Health Care Card, pension card, DVA Gold Card holders and all people who identify as Aboriginal and Torres Strait Islanders will be bulk billed

Practice Consultations	Standard Fee	Medicare Pay	You Pay
Quick Consult (< 5 min)	$55.00	$20.55	$34.45
Standard Consult (>5min but <20min)	$95	$45.05	$49.95
Long Consult (>20min but <40min)	$145	$87.10	$57.90
Complex Consult (>40min but <60min)	$185	$128.35	$56.65
Complex Long Consult (>60min)	$250	$207.90	$42.10
Telephone Consultations	**Standard Fee**	**Medicare Pay**	**You Pay**
< 6 minutes	$55.00	$20.55	$34.45
6 – 18 minutes	$95.00	$45.05	$49.95
> 20 minutes (only available to registered MyMedicare patients)	$145.00	$87.10	$57.90
Telehealth Consultations (Video)	**Standard Fee**	**Medicare Pay**	**You Pay**
< 6 minutes	$55.00	$20.55	$34.45
6-18 minutes	$95.00	$45.05	$49.95
> 20 minutes	$145.00	$87.10	$57.90
Other Services & Fees	**Standard Fee**	**Medicare Pay**	**You Pay**
ECG	$35.00	$29.00	$6.00
Iron Infusion	$140.00	$45.05	$94.95
Iron Infusion (Concession)	$100.00	$45.05	$54.95
Private Mental Health Care Plan (20-39min)	$145.00	$108.95	$36.05
Private Mental Health Care Plan (>40min)	$205.00	$160.50	$44.50
Private Fees			**You Pay**
Script Review Outside of Consultation**			$25
Forms & Paperwork Outside of Consultation			$40 (p/10min)
Consumables (Dressings, Sling etc)		from	$15
Excisions/ Procedures	Procedures will attract a gap between $70 and $150. The GP will discuss this with you prior to the procedure.		

A $30 nonattendance fee will apply if you fail to attend your appointment, including cancelled within 2hrs.

***The fee applies for GPs to review the request outside of a consultation. Approval of scripts remains at the Doctors discretion.*

Fees are subject to change and are reviewed quarterly.

Meet the Team



Dr Lisa Opie "Medicine in the country has been my passion since my family and I moved to country NSW in 2004. I gained my GP qualification in Mildura (Fellow of RACGP) and a Graduate Diploma in Rural Health. I've worked in Aboriginal Health and GP locums across country NSW before we chose to live in Crookwell in 2009. I also provide care at our local hospital and nursing homes."



Dr John Rozario graduated from the National University of Singapore and has over a decade's experience as a GP in Singapore and prior to that, 10 years of experience in hospital care both in Singapore and the UK. Apart from enjoying clinical practice, he also has an interest in GP research which stems from his belief in lifelong learning. Dr Rozario also provides care at our local nursing homes



Dr Chamika recently relocated from Hamilton, New Zealand. She obtained her medical degree in 2001 from the University of Kelaniya, Sri Lanka. She also holds: a Postgraduate Diploma in Family Medicine (Postgraduate Institute of Medicine, Colombo) and Postgraduate Diploma in Health Sciences (EIT, New Zealand)
With over a decade of experience in both general practice and hospital care, Dr Chamika is passionate about delivering comprehensive, patient-centred healthcare. She is excited to continue her career in Australian general practice and provide quality care to the Crookwell community.



Dr Maryam Ghavam graduated from a leading medical university in Iran. She has over 10 years of experience as a General Practitioner in medical centres and hospitals, including work as an Internal Medicine Registrar in public hospitals overseas.
Since October 2024, she has been practising as a GP in Australia. Providing compassionate, patient-centred care with a holistic, empathetic approach, ensuring patients feel supported and valued across all stages of life.
Her interests include chronic disease management, women's health, aged care, mental health, and paediatrics.

Meet the Team



Tom is an experienced rural General Practitioner who trained at Flinders University before working in rural NSW for over 20 years. Tom's background is with the Australian Army after which he went into rural practice which included anaesthetics, emergency medicine and helicopter retrieval. Tom likes to focus on preventative care and has interests in men's health and longitudinal care. He likes to ensure each patient understands their health care plan and feels like a partner in their health journey.



Michelle obtained her medical degree in South Africa in 1997, worked as a Hospitalist, GP and in the ED in Canada for 10 years, and then relocated to the Central Coast of Australia in 2008. Dr Reiss complemented her GP career with Lifestyle Medicine in 2017 and now combine this knowledge and 30 years of GP experience to apply a Bio-Psycho-Social, whole-person approach to healthcare. She is excited to expand her lifestyle to the country and share her care with the Crookwell and Taralga communities.



Ric has a background in both real estate and large-scale grazing enterprises. He brings strong business and management experience and has a passion for our local community .
As the Practice Manager of ThriveGP Medical Practice, Ric brings that same dedication and breadth of experience to healthcare management.
He is committed to ensuring that ThriveGP delivers outstanding, patient-focused care to all our patients.
Please feel free to contact Ric for help if you have concerns , feedback or suggestions.

Meet the Team



Lana is a Registered Nurse with 18 years of experience spanning hospitals and nursing homes. She is a compassionate and dedicated nurse eager to utilise her clinical skills within our community.



Liz is a Registered Nurse with over 45 years of experience. Liz has worked in hospital wards, community based aged care and palliative care. She has specialised in wound care bringing a wealth of knowledge to the Thrive GP team.



Annette is a Registered Nurse and Midwife. She is a lactation and infant feeding consultant ready to support mums and their babies.

Reception & Administration
Our friendly reception and admin staff are here to help with any appointment and general enquiries.



Michelle, Andrea, Lesley, Georgia and Taylor

Visiting GP



Dr Melanie George is a General Practitioner with a special interest in skin cancer detection and skin cancer surgery. Melanie is originally from Adelaide, she completed her General Practice training in regional Victoria where there is a high incidence of skin cancer amongst the farming community. Melanie now has over 15 years of experience in the field of skin cancer management and holds a certificate in Skin Cancer Medicine from the University of Queensland.
Dr George visits Thrive GP twice a year to conduct skin checks.

Locations



161 Goulburn Street
Crookwell NSW 2583



75 Bunnaby Street
Taralga NSW 2580

Visiting Services & Allied Health

Health First Group have several experienced physiotherapists available to help you when you need them. Their physiotherapy clinic is based in Goulburn and they visit Thrive GP Crookwell every Wednesday and Friday.
Bookings are made directly with Health First, Goulburn.
Ph: 02 4822 2636

Capital Pathology visit Thrive GP Crookwell on a Monday 7.30am - 11.30am. Bookings are not required.

Amplifon Hearing - The friendly hearing care professionals will take the time to ask questions about your lifestyle and health history to understand your personal hearing challenges. They can help identify the best solutions suited to your lifestyle. They visit ThriveGP once a month and bookings are made through their Goulburn office.
Ph: 02 4821 0177

Cardio First - Is diagnostic cardiology service visiting Thrive GP once a month from February 2026. Services currently include Transthoracic Echo (ultrasound), Holter Monitor and ECG. To book call Thrive GP directly.
Ph. 02 4880 3809

Speech Pathology services are available for; speech and language assessment, communication difficulties, swallowing concerns, child and adult support services. For enquiries and bookings visit www.gospeechpath.com



Tom is a Consultant Pharmacist and Credentialled Diabetes Educator. Tom can do home visits for a full review of medications. He can arrange diabetic education at home or in the Practice. Your GP can discuss this and refer you.

Thrive GP Medical Practice - Privacy Policy

Reviewed January 2026
Next Review Date: December 2026

About this policy

This privacy policy is to provide information to you, our patient, on how your personal information and medical record is held and used within our practice, and the circumstances in which we may share it with third parties.
This policy will be reviewed annually or in response to changes in obligations. Queries about this policy can be made directly with our Practice Manager Richard Opie, by calling 4880 3809 or emailing reception@thrivegp.com.au.

What is a medical record?

"Medical records" is a broad term, encompassing a range of data and information storage mediums containing patient information. Whether paper based or electronic, the term "medical records" applies to: clinical notes, investigations, letters from other doctors and healthcare providers....] definition from MDA National.

What information is held within your medical record?

- *Personal Details such as; name/s, date of birth, address, contact details*
- *Medical Information eg; medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors*
- *Medicare number (where available) for identification and claiming purposes*
- *Healthcare Identifiers*
- *Health Fund Details*
- *Next of Kin and/or Emergency Contact Information*

Your medical record may contain information in various forms; electronic documents, visual records (X-rays, CT scans, videos and photos) and transcribed audio recordings. Your medical record is stored using our secure practice software (Best Practice). When we are provided with physical records, our team will store this information in secured a environment until the information can be electronically imported to your medical record. Once physical records are imported they record will be securely destroyed.
You may request or in the course of your care, have some prescription medications stored at Thrive GP. We endeavor to care for and handle your items securely, you acknowledge that Thrive GP will not be liable in the event that they are lost, stolen, expired, damaged or otherwise rendered unusable while in our care.

Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your information so we can provide you with the best possible healthcare. Only staff who need to see your information will access it. All staff and contractors are required to sign and comply with confidentiality agreements prior to commencing work at Thrive GP. All users of the practice medical software have their own unique user credentials and passwords and can only access information relevant to their role in the practice team. If we need to use your information for anything other then the reasons stated in this policy, we will seek additional consent from you to do this.

Anonymity

The Privacy Act 1988 requires patients to be offered the option to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or we are required by law to only deal with identified individuals. If you have concerns regarding your identity please contact our practice prior to registering as a patient. Our Practice Manager will be able to assist with these queries. This choice may affect Medicare payments and referral processes.

Why we collect your information?

Our practice will need to collect your information to provide healthcare services to you. The purpose for collecting, using, holding and sharing your personal information is to manage your health, this can include;

- *Using your; date of birth, address and phone number to communicate with other health professionals (such as specialists).*
- *Business activities; financial claims and payments, practice audits, accreditation, and business processes*
- *Service Improvement activities: the 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 training activities with the practice team.**

**We may provide de-identified data to other organisations to improve population health outcomes. If we provide this information to other organisations patients cannot be identified from the information we share, the information is secure and is stored within Australia.*
Thrive GP is a teaching practice, this means we will have training doctors and medical students onsite. We will ask for your consent prior to involving them within your consultation.

Thrive GP is an accredited practice under Quality Practice Accreditation Pty Ltd (QPA). At the time of accreditation, our practice will undergo assessment by QPA, practice information will be shared with QPA team. This may include personal information to ensure overall practice compliance.

Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.
Our practice will not use your information for marketing our services directly to you without your consent at the time of registration. You may opt out of marketing at any time by notifying our practice staff.

How we collect your information?
Our practice may collect your personal information in several different ways.

1. *When you make your first appointment our practice staff will collect your personal and demographic information via our registration form.*
2. *During the course of providing medical services, we may collect further personal information. Information can also be collected through electronic transfer of prescriptions (eTP), my Health Record (e.g .via Shared Health Summary.)*
3. *We may also collect your personal information when you visit our website, email, SMS, phone or make an online appointment.*
4. *In some circumstances personal information may also be collected from other sources, often if it is impractical or unreasonable to collect it from you directly. This may include information from:*

- *your guardian or responsible person*
- *other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services, pathology and diagnostic imaging services*
- *your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).*

When and why we might share your information?
We might share your information for some of the following reasons;

- *with other healthcare providers to assist in providing you the best care outcomes*
- *when it is required or authorised by law (e.g., court subpoenas, mandatory reporting)*
- *when it is necessary to lessen or prevent a serious threat to a patient's life, health, safety or public health and safety*
- *to assist in locating a missing person*
- *to establish, exercise or defend an equitable claim*
- *for the purpose of a confidential dispute resolution process*
- *when there is a statutory requirement to share certain personal information (e.g., some diseases require mandatory notification)*
- *through electronic Transfer of Prescriptions (eTP), My Health Record*
- *patient claiming (Medicare) to ascertain if MBS item codes are eligible to you*
- *AutoMed for digital bulk billing consent*

Third parties who work with our practice for business purposes are required to comply with Australian Privacy Principles and this policy, please see page 13 for a list of third parties.

Use of Electronic Systems and Document Automation
Our practice uses secure clinical software and electronic document automation to assist with preparing correspondence, including referral letters, reports and other patient-related documents.
Where information is automatically populated from a patient's medical record, our doctors and authorised staff take appropriate steps to ensure that only information relevant to the purpose of the document is included.
All patient information is handled confidentially and in accordance with our Privacy Policy and applicable privacy legislation. Access to patient information is restricted to authorised personnel, and documents are checked before being shared with other healthcare providers.

How can you access or correct your information held by our practice?
Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing marked to the attention of the Practice Manager and our practice will respond within a reasonable time (30 days).

Our practice will take reasonable steps to ensure your information is accurate. From time to time, we will ask you to verify that your information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to the Practice Manager email reception@thrivegp.com.au

Complaints Process

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.

Mark the correspondence to the attention of the Practice Manager Thrive Medical Practice: Email reception@thrivegp.com.au or by Australian Post PO BOX 239, Crookwell, NSW 2583. Phone 02 4880 3809. A 30-day time frame to handle your complaint process is required.

You may also contact the Office of Australian Information Commission (OAIC). Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992.

Third Party Disclosures

Boomerang Communications (CCTV)

Our practice would like to advise that we have CCTV footage (Not Audio) in and around the practice and building. Footage is stored on local servers for 7 days and then erased, the practice has signage displayed at entry ways advising of CCTV monitoring.

LinkI.T

Link I.T is a Brisbane-based IT company providing professional IT Support and Services to Thrive GP. In performing their obligations under their Agreement, LinkI.T comply with all applicable privacy and data protection laws. In respect of any data accessed or within the possession of LinkI.T for the purpose of providing the Managed Services, the data will be handled in accordance with Thrive GP policies.

Best Practice

At Best Practice Software (Bp), we regard your privacy as important.
Bp has specific obligations under the Privacy Act 1988 (Cth), various State and Territory privacy and data protection legislation in Australia (to the extent applicable) and the Privacy Act 2020 (NZ) regulating the manner in which personal information is handled throughout its life cycle, from collection to use and disclosure, storage, accessibility and disposal (Privacy Obligations).
This Privacy Statement outlines the information collection and handling policies of Bp and our related bodies corporate, as that term is defined in the Corporations Act 2001 (Cth) (Affiliates), and describes the processes we implement in order to comply with our Privacy Obligations. By providing your personal information, you consent to Bp collecting, using, disclosing and otherwise handling that information in accordance with this Privacy Statement.
For more information visit: https://bestpracticesoftware.com/privacy-policy/#background

AutoMed

AutoMed do not create or maintain Patient accounts and make use of a revolutionary real-time interface to validate patient data in real-time against the Practice Management Software of the Clinic. The Clinic is the sole custodian of the Patient's data. AutoMed only collect and obtain Patient data for the purpose of providing its services to the Clinic.
By becoming a patient, you acknowledge that you have been informed about the use of AutoMed at ThriveGP Medical Practice. Further information can be found; https://automedsystems.com.au/privacy/

Cubiko

Cubiko, is a secure practice intelligence and analytics platform, to help us improve the quality and safety of the care we provide to our patients.
Cubiko integrates with our clinical and practice management systems to help us monitor practice performance, support preventative health care, enhance patient outcomes through better coordination of services and ascertain on your behalf if the selected MBS item codes will be eligible for claiming under the Medicare benefits scheme.
The program helps identify patients eligible for care plans, health assessments, and other Medicare-funded services.

- *Assists with follow-ups, recalls, and reminders.*
- *Supports quality improvement and accreditation activities.*
- *Provides insights into appointment trends and patient needs.*

Cubiko does not store or retain any personally identifiable information. Further information can be found https://www.cubiko.com.au/privacy-policy
By becoming a patient, you acknowledge that you have been informed about the use of Cubiko at ThriveGP Medical Practice and that:

- *You understand that your health data may be processed via Cubiko for the purposes of improving your care and managing clinical services.*
- *You understand that Cubiko does not store or use your personal information for any purpose other than what is described above.*
- *You consent to your de-identified health data being securely processed by Cubiko to support your care and the quality improvement activities of the practice.*

You can withdraw your consent at any time by notifying our reception staff or your doctor.

mAiScribe

"Your health professional might use medical transcription software powered by mAIscribe Pty Ltd (ABN15 669 615 105) (we,us,our) to make a recording and patient notes of your consultation with them. The recording and corresponding transcript will be stored and dealt with according to our Privacy Policy. You can access our Privacy Policy here https://maiscribe.com.au/privacy

Our Privacy Policy includes information about the collection, use and disclosure of your information. It also describes how you can access and correct your personal information, how you can make a privacy-related complaint and our privacy-related complaint-handling process.

Privacy Collection Notice This Privacy Collection Notice describes how we collect and handle your personal information, which we obtain when a health professional uses our software to record your consultations. mAIscribe collects your personal information that is in the consultation recordings so that we can provide our software and medical transcription services to your health professional.

You can ask your health professional not to record your consultation and not to use our software. You can ask your health professional to stop the recording and transcription at any time. By agreeing to have your consult recorded: you consent to us using and handling your personal information to generate consultation notes for your health professional; you understand and agree that: there will be the disclosure of your personal information for the purposes of assisting us to generate the consultation notes; we will have access to your personal information; we may store your personal information solely for quality and assurance purposes and it will not be stored anywhere except in Australia; you can refuse to consent to the recording of your consultation and it will not affect the care provided to you as part of your consultation; and you can agree to the recording and if at any stage feel uncomfortable, you can ask your doctor to stop the recording."

Services Australia (Medicare & MyMedicare)

How Services Australia collects information:

- *Patient Initiated: Electronic Registration Patients can commence the registration and provide consent in Medicare Online Services and the practice staff can then complete the registration.*
- *Practice Initiated Electronic: Registration Practice staff can commence the patient registration process in MyMedicare, and patients can confirm their registration information and provide consent through Medicare Online Services.*
- *Paper Registration Form: After completing the registration form to register in MyMedicare, your practice will enter your information into a secure database via Provider Digital Access (PRODA) and Health Professional Online Services (HPOS).*

Your practice will keep the paper registration form in your medical record as proof of your consent to participate in MyMedicare.

More information on the Services Australia privacy policy can be found here: https://www.health.gov.au/resources/publications/mymedicare-privacy-notice?language=en

PHN

CESPHN is committed to treating the personal information we collect in accordance with the Australian Privacy Principles (APP) in the Privacy Act 1988 (Cth) the ("Act") and the Health Records and Information Privacy Act 2002 (NSW). CESPHN will protect the privacy of its Staff, of people accessing its services, of its members, and of any other stakeholders and members of the community on whom it possesses personal information.

More information on the PHN Privacy Policy can be found here: https://cesphn.org.au/wp-content/uploads/All_Categories/Communications/Policies/GOVE-Privacy-Policy.pdf

Telehealth Services Disclosure

ThriveGP offers telehealth consultations via secure video or telephone to support accessible and timely care. This includes services for patients of ThriveGP medical practice and in Residential Aged Care Facilities (RACFs). By participating in a telehealth consultation, you acknowledge the following:

- *Scope of Service: Telehealth is suitable for many consultations, including follow-ups, medication reviews, mental health care, and chronic disease management. It is also commonly used for consultations with residents of aged care facilities. Some conditions may still require in-person assessment.*
- *Technology Use: Telehealth consultations use secure and encrypted platforms. However, there is a small risk of technical disruption or data privacy breaches despite safeguards.*
- *Privacy & Consent: Your telehealth session is recorded in your clinical file. All information remains confidential and is managed according to the Australian Privacy Principles. If you are a resident of a nursing home, your consultation may involve care staff or family representatives to assist communication. By proceeding, you provide implied consent.*
- *Billing & Medicare: Telehealth services may be bulk billed or privately billed depending on your eligibility, location, and type of service. For aged care residents, Medicare rebates may apply for eligible telehealth consultations.*

Right to Decline: Telehealth is voluntary. You or your representative can decline telehealth and request an in-person visit where available and clinically appropriate.