

Privacy Policy

June 2026

This policy explains how Good Call Psychiatry (“the Practice”, “we”, “us”) collects, uses, stores and discloses your personal information in connection with the psychiatric services we provide.

What information is collected?

To provide you with psychiatric care – including appointments, prescribing, billing and Medicare rebates – we may collect the following information:

- Full name, date of birth, residential address, telephone number(s) and email address
- Medicare number and relevant health fund or concession details (if applicable)
- Next-of-kin or emergency contact details (for example, if there are serious concerns about your wellbeing and you are not contactable)
- GP details and contact information
- Clinical information relevant to your psychiatric assessment and treatment (including history, diagnoses, medications, reports and correspondence)

Why is my information collected and used?

We collect and use your personal information to: provide psychiatric assessment and treatment; communicate with you (e.g. appointment reminders); communicate with other health professionals involved in your care; obtain payment and process Medicare/private health rebates; meet legal, regulatory and insurance obligations; and improve the safety and quality of the services we provide.

How do we collect information?

We collect personal information directly from you where possible, and may also receive information from your GP, other health professionals, or family members involved in your care, where you have consented or where authorised or required by law.

Where is my information stored?

Your personal information is stored securely in an Australian-based electronic medical record system, Halaxy. Access to your medical record is limited to Good Call Psychiatry specialist psychiatrists and authorised administrative staff, for purposes directly related to your care and practice operations.

With your consent, your personal information may also be used in Heidi Health AI transcription software to assist with transcribing clinical notes during or after your consultation. Information stored on Heidi Health is de-identified.

Can I access my information?

Yes. You may request access to your health record by speaking to, or emailing, Good Call Psychiatry. In some circumstances allowed by law, access may be restricted or provided in an alternative form; if this occurs, the reasons will be explained to you.

How long is my information stored?

In accordance with the Health Records Act 2001 (Vic) and other applicable legislation, your health records are generally retained for at least seven years from the date of your last contact with Good Call Psychiatry (and, for children, at least until they reach 25 years of age, or as otherwise required by law).

Who is my information shared with?

We will not share your personal information with others unless:

- you have provided your consent, or
- it is required or authorised by law, or
- we reasonably believe there is a serious risk to your life, health or safety, or the safety of another person.

In situations of serious concern about your safety, it may be necessary to contact your next of kin, GP or emergency services, even without your express consent, in order to reduce risk and keep you safe.

With your consent, we may provide updates to:

- your GP and referring doctor

- other treating health professionals (for example, psychologist, paediatrician, NDIS providers, allied health professionals, support coordinators)
- relevant family members or carers involved in your care.

How is my personal information shared?

Where information is shared with others involved in your care, this may occur via telephone, letter or email. While reasonable steps are taken to protect information transmitted by phone and email, there are inherent risks (including interception or unauthorised access) associated with these methods.

What happens if my information is hacked or lost?

All electronic systems carry a risk of cyber-attack or data breach. If we become aware of a data breach involving your personal information, we will:

- investigate what has occurred and which information has been affected
- take steps to contain and remediate the breach, and
- notify you as soon as reasonably practicable, and comply with any obligations under the Notifiable Data Breaches scheme and other applicable privacy laws.

How can I find out more or raise a concern?

If you have questions about this Privacy Policy, or concerns about how your information has been collected, used or disclosed, please contact:

- Email: hello@goodcallpsychiatry.com.au

If you are not satisfied with our response, you may lodge a complaint with:

- Office of the Australian Information Commissioner (OAIC): www.oaic.gov.au
- Health Complaints Commissioner (Victoria): www.hcc.vic.gov.au

Our commitment to your privacy

We are committed to protecting your privacy and handling your personal information with care, respect and in accordance with the Health Records Act 2001 (Vic). If you have any questions about this policy, or how your information is managed, please let us know so we can support you.