

eRx Script Exchange Pty Ltd (ACN132 884 658) (eRx) – Privacy Policy About MedView Flow

eRx is committed to protecting your personal information. It is the provider of MedView Flow.

This Privacy Policy explains how eRx (“we”, “our” or “us”) handles personal information in providing MedView Flow. It also gives you information about how to contact us if you have any further queries about this. There are separate documents explaining how we handle personal information in operating [the eRx Script Exchange](#) and providing [MedView Hospital](#).

What is MedView Flow?

An electronic prescription is a token in the form of a barcode or QR code that can be provided to a patient on paper or electronically. When a patient’s doctor writes an electronic prescription, the electronic prescription (details of the medicine prescribed and the patient’s personal information) will be encrypted and uploaded to a prescription delivery service by the doctor’s prescribing software. The prescription delivery service ensures that the prescription can be retrieved from whichever pharmacy the patient chooses to use. When the pharmacist dispenses medicine, they will upload a dispensing record to the prescription delivery service.

MedView Flow is a workflow management tool for pharmacists that brings together paper-based and electronic prescriptions into the one electronic workflow (or queue). In addition, MedView Patient Connect is a function of MedView Flow that enables patients to email or SMS their electronic prescription (barcode or QR code) to the pharmacy of their choice for pick-up or delivery of the prescribed medicines from the pharmacy to the patient.

Background

We comply with the thirteen Australian Privacy Principles (**APPs**) in the Privacy Act 1988 (Cth) (the **Act**) in handling personal information to provide MedView Flow. The APPs regulate how to handle personal information throughout its life cycle, from collection to use and disclosure, storage, accessibility and disposal.

Personal information is information or an opinion, in any form and whether true or not, about an identified individual, or an individual who is reasonably identifiable. Special rules apply for collecting personal information which is sensitive information. This includes health information and information about a person’s race, ethnic origin, political opinions, membership of political, professional or trade associations, religious or philosophical beliefs, sexual orientation or practices and criminal history.

The kind of personal information we collect and hold

Patients

When you present your electronic prescription to a pharmacist, the MedView Flow software retrieves the electronic prescription from the prescription delivery service. This includes details of the medicine prescribed to you and your name, contact details, Medicare Number and Individual Health Identifier. In addition, the pharmacist may record in the MedView Flow system your preferences about receiving generic medicines, your preferred pick-up time and your delivery address if the medicine is being delivered to you. In addition, the pharmacist may choose to record additional notes about your prescription in MedView Flow.

If you use MedView Patient Connect, we will collect any additional requests you make to the pharmacist who will fulfil your contact-less pick up or delivery request. For example, you may request non-prescription items and you may nominate a delivery address that is different from the address on your electronic prescription.

Pharmacists

When you contract to receive MedView software from us, we collect the name of the primary contact for the pharmacy and the contact details for the pharmacy.

How we collect and hold personal information

To the extent required by the Act:

- we will not collect personal information about a patient or pharmacist unless that information is reasonably necessary for one or more of our functions or activities; and

- we will collect personal information only by lawful and fair means.

When we collect personal information directly from an individual, we will take reasonable steps at or before the time of collection to ensure that they are aware of certain key matters, such as the purposes for which we are collecting the information, the organisations (or types of organisations) to which we would normally disclose information of that kind, the fact that you are able to access the information and how to contact us.

The purposes for which we handle personal information

Patients

We collect your personal information for the purpose of making it available to pharmacists in the MedView Flow system.

If you choose to use MedView Patient Connect, we will collect your personal information for the purpose of transmitting it to the pharmacist you select to fulfil your pick up or delivery order. The personal information that we collect and transmit to your selected pharmacist is your electronic prescription and any additional personal information you include on your request form. This information may include your requests for non-prescription items or an alternative delivery address.

Pharmacists

We collect your personal information for the purposes of administering our contracts with you, updating our records to note that you are a user of MedView Flow, and keeping you up-to-date about our products. These are the contracts by which we make available the software and other things you need to use the MedView Flow system.

General

If we use or disclose a patient's or a pharmacist's personal information for a purpose (the "secondary purpose") other than the main reason for which it was originally collected (the "primary purpose"), to the extent required by the Act, we will ensure that:

- the secondary purpose is related to the primary purpose of collection (and directly related in the case of sensitive information), and the individual would reasonably expect that we would use or disclose their information in that way; or
- the individual consented to the use or disclosure of your personal information for the secondary purpose; or
- the use or disclosure is required or authorised by or under law; or
- the use or disclosure is otherwise permitted by the Act (for example, as a necessary part of an investigation of suspected unlawful activity).

We may disclose personal information to our service providers to facilitate our provision of products or services to pharmacists or patients. We require our service providers not to use that personal information for any purpose other than to perform their services to us. We also require them to comply with appropriate data quality and security requirements.

Data quality and security

To the extent required by the Act, we will take reasonable steps to:

- make sure that the personal information that we collect, use and disclose is accurate, complete and up to date;
- protect the personal information that we hold from misuse, interference and loss and from unauthorised access, modification or disclosure; and

- destroy or permanently de-identify personal information that is no longer needed for any purpose that is permitted by the Act.

We only allow authorised staff to access the personal information that we hold in connection with MedView Flow. We keep an audit trail of all access to that personal information.

Transfer of personal information outside Australia

We work predominantly with service providers located in Australia. If you are a patient, it is likely that some of your personal information will be disclosed to overseas recipients when you use MedView Patient Connect.

Unless we have your consent, or an exception under the Australian Privacy Principles applies, we will only disclose your personal information to overseas recipients where we have taken reasonable steps to ensure that the overseas recipient does not breach the Australian Privacy Principles in relation to your personal information.

If we disclose your personal information to overseas recipients, those recipients are likely to be located in the United States, but other countries – which are not practicable for us to specify - may also be relevant.

Access and correction of your personal information

Please contact us at support@medview.com.au if you would like to access or correct the personal information that we hold about you. We will generally provide you with access to your personal information if practicable (although a fee may be imposed), and will take reasonable steps to amend any personal information that is incorrect. In some circumstances, we may not permit access to your personal information, or may refuse to correct your personal information, in which case we will provide you with reasons for this decision.

Questions or complaints

Please contact us at support@medview.com.au if you have any questions or complaints about the personal information that we hold about you or about the way we handle that personal information. We will acknowledge your question or complaint as soon as possible and will seek to address any question or complaint within 21 days after that.

Notifiable data breaches

If there is a loss, or unauthorised access or disclosure of your personal information that is likely to result in serious harm to you, we will investigate and notify you and the Australian Information Commissioner as soon as practicable, in accordance with the Act.

Changes

We may change this Privacy Policy from time to time. You can find our up-to-date Privacy Policy posted on our website from time to time.

Contact Details

eRx Script Exchange Pty Ltd ACN 132 884 658 of 20 Trenerry Crescent, Abbotsford 3067.