

SPRINGS MEDICAL RESPONSE TO HEALTH ENGINE MEDIA COVERAGE

Springs Medical is committed to protecting the privacy of the personal and sensitive information which it collects and stores. You may be aware of a recent ABC report that alleges our online appointment booking system, Health Engine, is being investigated for sharing patient information with third parties. While we are not aware of any Springs Medical patient information being compromised, we take these allegations very seriously and intend to investigate fully.

We would like to take this opportunity to reinforce our process for Online Appointment Booking through Health Engine and ensure our patients that the online booking service offered by Springs Medical in conjunction with our partner Health Engine is entirely optional and provides the convenience and ease of booking appointments with your chosen doctor 24 hours a day, 7 days a week. The online booking system requires you to enter personal details including name, date of birth and address in order to accurately match you with your patient record at Springs Medical. Other than the personal details mentioned, registration for online bookings at Springs Medical does not grant access by any third party to your medical records or other personal information. These arrangements are in line with our policies and procedures along with Australian Law governing privacy.

Springs Medical is an accredited medical service and is independently assessed by AGPAL each three years to ensure our systems, processes, policies and procedures comply with the Royal Australian College of GPs Standards including privacy requirements. If you would like more information, copies of our **Privacy Policy** and **Personal Health Information Collection Statement** are available at reception or you can download a copy here:

- [Privacy Policy](#)
- [Personal Health Information Collection Statement](#)

We will continue to provide updates via our website.