

Medical Disclaimer and Privacy Policy

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Medical Disclaimer

Important Notice

Centriva Health is not an emergency medical service. If you are experiencing a medical emergency, call **000** immediately or attend your nearest hospital emergency department.

The telehealth services provided through Centriva Health are intended for non-urgent healthcare needs only.

1. Nature of Our Services

Centriva Health operates a telehealth platform connecting patients with appropriately qualified and AHPRA-registered doctors and nurse practitioners across Australia. Services may include:

- General medical consultations via phone or video
- Prescription renewals and new prescriptions where clinically appropriate
- Medical certificates for work or study purposes
- Specialist and allied health referrals
- Pathology and imaging referrals
- Mental health consultations and assessments
- Weight management consultations and support

All healthcare professionals providing services through Centriva Health exercise independent clinical judgement and comply with Australian professional and regulatory standards.

2. Clinical Limitations of Telehealth

While telehealth is a convenient and effective healthcare option for many conditions, it has limitations when compared with in-person medical care.

Limitations may include:

- Doctors and nurse practitioners cannot perform physical examinations or diagnostic procedures remotely
- Assessments are based on the information provided by the patient and any visual observations available during the consultation



- Some conditions require in-person review, pathology testing, imaging, or further investigations before diagnosis or treatment
- Telehealth is not suitable for emergency, severe, or life-threatening medical conditions

3. When Telehealth May Not Be Appropriate

Centriva Health services should not be used for:

- Medical emergencies requiring urgent treatment
- Chest pain, breathing difficulties, or symptoms suggestive of stroke or heart attack
- Severe injuries, uncontrolled bleeding, or suspected fractures
- Loss of consciousness or altered mental state
- Severe allergic reactions or anaphylaxis
- Suicidal thoughts or risk of harm to yourself or others
- Severe abdominal pain
- Conditions requiring urgent physical examination or ongoing complex monitoring

If you require emergency care, contact **000** immediately or attend your nearest emergency department.

4. Doctor–Patient Relationship

Each consultation through Centriva Health establishes a healthcare relationship between you and the treating practitioner for the scope and duration of that consultation. Consultations are subject to:

- Professional standards set by the Medical Board of Australia and Nursing and Midwifery Board of Australia
- The independent clinical judgement of the treating practitioner
- The limitations associated with telehealth consultations

Centriva Health services are not intended to replace ongoing care provided by your regular general practitioner (GP). Patients are encouraged to maintain continuity of care with their usual healthcare providers.

5. Prescribing Limitations

Prescriptions may be issued by Australian-registered practitioners where clinically appropriate and legally permitted. Prescribing decisions are subject to:

- Therapeutic Goods Administration (TGA) requirements
- Relevant state and territory medicines and poisons legislation
- Australian prescribing guidelines and professional standards
- The treating practitioner's clinical assessment and judgement

Certain medications, including Schedule 8 controlled drugs and other high-risk medicines, may not be prescribed via telehealth in accordance with Australian laws and professional guidelines.

Practitioners may decline to prescribe medications where they believe it is not clinically safe or appropriate to do so.

5A. Responsible Antibiotic Prescribing

Centriva Health practitioners follow recognised antimicrobial stewardship principles to support safe and responsible prescribing practices.

This means:

- Antibiotics are prescribed only when clinically indicated
- Antibiotics are not effective against viral illnesses such as colds or influenza
- Practitioners select antibiotics based on clinical appropriateness and current treatment guidelines
- Avoiding unnecessary antibiotic use helps reduce antimicrobial resistance within the community

If antibiotics are not prescribed, this reflects the practitioner's clinical judgement regarding safe and appropriate care.



6. Accuracy of Medical Information

You are responsible for providing complete and accurate information regarding:

- Your symptoms and medical history
- Current medications and allergies
- Previous diagnoses or treatments
- Any other relevant health information

Incorrect, incomplete, or misleading information may affect the quality, accuracy, or safety of medical advice and treatment provided during a telehealth consultation.

7. No Guarantee of Outcomes

While Centriva Health practitioners are appropriately qualified and registered healthcare professionals, medical outcomes cannot be guaranteed.

This includes:

- Specific treatment outcomes
- Diagnosis of all medical conditions
- Issuing of prescriptions, referrals, or medical certificates
- Satisfaction with medical advice provided
- Prevention of adverse reactions or complications

Healthcare decisions involve professional clinical judgement based on the information available at the time of consultation.

8. Follow-Up and Ongoing Care

Patients are responsible for:

- Following medical advice and treatment recommendations
- Seeking further medical review if symptoms worsen or do not improve
- Attending in-person appointments where recommended
- Taking medications as directed
- Seeking urgent or emergency care where clinically necessary



Telehealth consultations are generally provided as single episodes of care and may not involve ongoing management by the same practitioner.

8A. Coordination with Your Regular GP

With your consent, relevant clinical information may be shared with your regular GP or healthcare provider to support continuity of care. This may include:

- Consultation summaries
- Medications prescribed
- Referrals and investigation requests
- Significant updates relating to your healthcare

Maintaining continuity of care with your regular GP supports safer and more comprehensive long-term healthcare management.

8B. My Health Record

Where appropriate and permitted, practitioners may use My Health Record to support clinical decision-making. This may include:

- Uploading relevant clinical documents
- Reviewing medication history or allergies
- Accessing healthcare information relevant to your treatment

Use of My Health Record is governed by Australian privacy and healthcare legislation, and patients remain responsible for managing their My Health Record privacy settings.

9. Technology and Service Limitations

Telehealth consultations rely on internet, phone, and digital technology systems. Centriva Health is not responsible for:

- Internet or phone service interruptions
- Device compatibility issues
- Technical difficulties impacting consultation quality
- Inability to access the platform due to technical failures outside our control

Patients are responsible for ensuring they have suitable technology and connectivity to participate in telehealth services.

10. Second Opinions and In-Person Review

You have the right to:

- Seek a second medical opinion
- Arrange an in-person consultation with another healthcare provider
- Decline medical advice or treatment recommendations
- Request specialist review where appropriate

11. Compliance With Australian Medical Standards

All practitioners providing services through Centriva Health:

- Are registered with the Australian Health Practitioner Regulation Agency (AHPRA)
- Hold current registration and practising entitlements
- Comply with applicable Australian professional standards and guidelines
- Maintain appropriate professional indemnity insurance
- Participate in continuing professional development requirements

Practitioner registration can be verified through the AHPRA public register at <https://www.ahpra.gov.au>.

11A. Clinical Governance and Quality Assurance

Centriva Health maintains clinical governance and quality assurance processes designed to support safe and compliant healthcare delivery, including:

- Clinical audits and compliance reviews
- Incident reporting and investigation processes
- Ongoing service improvement initiatives
- Oversight by clinical leadership and governance personnel
- Compliance monitoring against relevant Australian healthcare standards and regulations



12. Limitation of Liability

To the extent permitted by Australian law:

- Centriva Health provides a platform connecting patients with independent healthcare practitioners
- Practitioners are responsible for their own clinical decisions and professional conduct
- Medical advice and treatment are provided by individual practitioners, not by Centriva Health directly
- Centriva Health is not responsible for clinical outcomes arising from practitioner decisions or treatment provided

Nothing in this disclaimer excludes rights or protections that cannot lawfully be excluded under Australian Consumer Law.

13. Health Information Disclaimer

General information published on the Centriva Health website or platform is provided for educational purposes only and should not be considered personal medical advice.

Patients should always seek advice from a qualified healthcare professional regarding their individual circumstances and healthcare needs.

14. Consent and Acknowledgment

By using Centriva Health services, you acknowledge and agree that:

- You understand the limitations of telehealth consultations
- You will seek emergency medical care where appropriate
- You will provide accurate and complete health information
- Prescriptions, referrals, and certificates are issued only where clinically appropriate
- Telehealth services involve inherent limitations and risks compared with in-person care



15. Changes to This Disclaimer

Centriva Health may update this Medical Disclaimer from time to time. The most current version will always be available on our website together with the effective date.

16. Contact Information

If you have questions regarding this Medical Disclaimer or Centriva Health services, please contact:

- Email: support@centrivahealth.com.au
- Website: CentrivaHealth.com.au



Privacy Policy

Our Commitment to Your Privacy

Centriva Health is committed to protecting your privacy and handling your personal and health information in accordance with Australian privacy laws. This Privacy Policy explains how we collect, use, disclose, store and protect your personal information when you access our website, platform and telehealth services.

Centriva Health complies with the **Privacy Act 1988 (Commonwealth)**, the **Australian Privacy Principles (APPs)**, and other applicable Australian healthcare privacy obligations relating to the management of sensitive health information.

17. Who we are

Centriva Health provides an online telehealth platform connecting patients with appropriately qualified and Australian-registered healthcare practitioners for consultations, prescriptions, referrals, medical certificates and related healthcare services.

If you have any questions about this Privacy Policy or how your information is managed, you may contact our Privacy Officer using the details provided at the end of this document.

18. Information we collect

18.1 Identity and Contact Information

We may collect personal information including:

- Full name, date of birth and gender
- Email address, phone number and residential address
- Medicare details and Individual Healthcare Identifier (IHI)
- Payment and billing information processed through secure third-party payment providers

18.2 Health Information

As part of providing healthcare services, we may collect sensitive health information including:



- Medical history, symptoms and current health concerns
- Medications, allergies and adverse reactions
- Mental health information disclosed during consultations
- Clinical notes, diagnoses and treatment plans created by practitioners
- Prescriptions, referrals, pathology and imaging requests
- Medical certificates issued following consultation
- Information uploaded to or accessed through My Health Record, where consent has been provided

18.3 Technical and Usage Information

When you use our platform or website, we may also collect:

- IP address, browser type and device information
- Website usage data and session activity
- Cookies and related tracking technologies
- Communications with our customer support team

19. How We Collect Information

We collect personal information in several ways, including:

- Directly from you when you register, complete forms, make bookings, attend consultations or communicate with us
- From healthcare practitioners providing services through the platform
- From third-party providers including Medicare, identity verification providers, payment processors and My Health Record (with consent)
- Automatically through cookies, analytics tools and website usage technologies

All patient information entered into our platform is transmitted using encrypted and secure connections.

20. Why We Collect and Use Your Information

We collect and use personal information for purposes including:

- Verifying your identity and eligibility for services



- Providing and managing telehealth consultations
- Issuing prescriptions, referrals and medical certificates
- Communicating with you regarding bookings and healthcare services
- Processing payments and issuing invoices or receipts
- Maintaining accurate clinical records and continuity of care
- Meeting legal, regulatory and professional obligations
- Improving platform functionality, security and healthcare quality
- Sending service-related communications and, where consent is provided, health updates or promotional information

We will only use health information for purposes directly related to healthcare delivery or where otherwise authorised or required by law.

21. Sensitive Health Information

Health information is considered sensitive information under Australian privacy law and is subject to additional protections.

Centriva Health will only collect, use or disclose sensitive health information where:

- You have provided consent
- It is necessary to provide healthcare services requested by you
- Disclosure is required or authorised by law
- Another exception under the Privacy Act applies

22. Disclosure of Personal Information

We may disclose your personal information to:

- Treating doctors, nurse practitioners and healthcare providers involved in your care
- Pharmacies, pathology providers, imaging providers and specialists where referrals or prescriptions are issued



- Third-party service providers assisting with platform operations, hosting, payment processing, communications and analytics
- Medicare or government agencies where legally required
- Regulatory bodies, law enforcement agencies or courts where disclosure is authorised or required by law

Centriva Health does not sell, rent or trade personal or health information to third parties for marketing purposes.

23. Overseas Disclosure

Some technology providers used by Centriva Health may store or process data outside Australia. Where overseas disclosure occurs, we take reasonable steps to ensure those providers handle information in a manner consistent with Australian privacy obligations and the Australian Privacy Principles.

By using our platform, you acknowledge that overseas disclosure may occur where reasonably necessary to provide services.

24. Storage and Security of Information

Centriva Health takes reasonable steps to protect personal and health information from misuse, interference, loss, unauthorised access, modification or disclosure.

Security measures may include:

- Encryption of data during transmission and storage
- Secure cloud-based infrastructure and protected servers
- Role-based access controls restricting access to authorised personnel only
- Security monitoring, vulnerability testing and system audits
- Staff privacy and cybersecurity training
- Data protection agreements with third-party providers
- Incident response procedures and compliance with the Notifiable Data Breaches scheme

While reasonable safeguards are implemented, no electronic transmission or storage method can be guaranteed to be completely secure.



If you suspect unauthorised access to your account or information, please contact Centriva Health immediately.

24A. My Health Record

Where permitted and with your consent, healthcare practitioners may access or upload relevant healthcare information to My Health Record to support continuity and safety of care.

This may include:

- Prescriptions and referrals
- Consultation summaries and clinical documents
- Medication history and allergy information

You remain responsible for managing your My Health Record privacy settings.

24B. Automated Systems and Clinical Support Tools

Centriva Health may use automated systems and technology tools to assist with administration and healthcare delivery, including:

- Appointment scheduling and reminders
- Form validation and information checking
- Clinical decision support alerts relating to medications or contraindications

These systems support healthcare delivery but do not replace the independent clinical judgement of qualified practitioners.

25. Retention of Information

We retain personal and health information for the period required by Australian healthcare and legal obligations.

Medical records are generally retained for:

- A minimum of 7 years from the date of the last consultation for adults



- Until a patient reaches 25 years of age where the patient was under 18 at the time of treatment

When records are no longer required, information is securely destroyed or de-identified in accordance with applicable laws and internal policies.

26. Your Privacy Rights

Subject to applicable laws, you may have the right to:

- Request access to your personal information
- Request correction of inaccurate or incomplete information
- Withdraw consent to direct marketing communications
- Make a complaint regarding privacy handling practices

Requests can be made by contacting our Privacy Officer. We aim to respond within a reasonable timeframe in accordance with Australian privacy legislation.

27. Cookies and Website Analytics

Our website may use cookies and similar technologies to:

- Maintain platform functionality
- Improve website performance and user experience
- Analyse website traffic and usage patterns

You may disable cookies through your browser settings, although this may affect website functionality.

28. Direct Marketing

With your consent, Centriva Health may send service updates, healthcare information and promotional communications.

You may opt out of marketing communications at any time by using the unsubscribe option provided or by contacting us directly.



Health information will not be used for direct marketing purposes without consent.

29. Privacy Complaints

If you believe your privacy has been breached or your information has not been handled appropriately, you may submit a complaint to Centriva Health.

We will acknowledge complaints promptly and aim to resolve them within a reasonable timeframe.

If you are dissatisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)**:

- Website: <https://www.oaic.gov.au>
- Phone: 1300 363 992

30. Children's Privacy

Services provided to individuals under 18 years of age may require parent or guardian involvement or consent in accordance with Australian law and clinical requirements.

We do not knowingly collect information from minors without appropriate authorisation where required.

31. Third-Party Websites

Our platform may contain links to external websites or third-party services. Centriva Health is not responsible for the privacy practices, security or content of external websites.

Users should review the privacy policies of third-party services before providing personal information.

32. Changes to This Privacy Policy

Centriva Health may update this Privacy Policy from time to time to reflect changes in legal requirements, technology or business practices. The latest version will always be available on our website together with the effective date.

33. Contact Our Privacy Officer

For privacy-related enquiries, requests or complaints, please contact:



CENTRIVA
— HEALTH —
PATIENT CENTRED CARE FOR EVERY STAGE OF LIFE

Privacy Officer

Centriva Health

Email: support@centrivahealth.com.au