



# Join us for a special GP Practice Manager Event

## Digital communication in general practice today

**Date:**  
Tuesday 18 July 2017

**Time:**  
6.30pm (for a 7.00pm start) - 8.30pm

**Venue:**  
St Vincent's Private Hospital Brisbane  
411 Main Street Kangaroo Point

**Event details:**  
Includes complimentary refreshments and canapés

Free parking is available on site



In General Practice using text messaging, email and other digital means to communicate with patients is convenient, low cost and optimises the use of technology. It can however create the potential for medico-legal issues to surface surrounding privacy, consent and cybersecurity in medical practices. Failure to take reasonable steps to protect health information may constitute a breach of the Australian Privacy Principles and may result in action taken by the Australian Privacy Council.

For practices that communicate with patients using digital channels, or those exploring its use, its important practice managers understand relevant legislation and associated legal ramifications, particularly in relation to privacy, consent and cybersecurity. This session aims to support Practice Managers in their role by identifying and explaining the relevant legislation with consideration to the ways digital channels can, if managed appropriately, be an effective communication channel with patients.

### Following this session you will be able to:

- Determine the appropriate RACGP standards for medical practice that apply.
- Develop policy and procedure outlines that govern the effective use of digital communication.
- Analyse and reference the relevant legislation that applies to privacy, consent and cybersecurity.

**Presenter:** Anna-Maria Lafaro, Minter Ellison  
LLB (QLD UNIVERSITY OF TECHNOLOGY); GRAD DIP LAW (COLLEGE OF LAW)  
Please see overleaf for presenter profile.

Please FAX or go ONLINE to accept this invitation

ONLINE

**REGISTER By**  
Thursday 13 July 2017

Register online:

<https://svphb-gpcpd-18july.eventbrite.com.au>

Or return this form:  
Fax 3041 6520 PH: 3435 1615

Email:  
[marketing@svphb.org.au](mailto:marketing@svphb.org.au)

Name: \_\_\_\_\_ QI & CPD: \_\_\_\_\_

Practice address \_\_\_\_\_

\_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Compassion Justice Integrity Excellence



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## Presenter profile



### Anna-Maria Lafaro, Senior Associate Minter Ellison

LLB (QLD UNIVERSITY OF TECHNOLOGY)  
GRAD DIP LAW (COLLEGE OF LAW)

Anna-Maria's practice is primarily focused on managing pre-litigated and litigated medical malpractice claims. Her repertoire includes catastrophic injury claims and matters involving complex liability issues, complex multi-party contribution and apportionment issues, and/or significant quantum. Anna-Maria also has experience in managing secondary claims, including nervous shock, wrongful death, dependency and loss of consortium claims.

Anna-Maria has a special interest in health regulation and is expanding her practice in dealing with investigations by external regulatory agencies, including the Office of the Health Ombudsman and the Australian Health Practitioner Regulation Agency. Anna-Maria is skilful in the conduct of coronial investigations and inquests in relation to health care related reportable deaths.

Anna-Maria provides various advice, including in relation to incident investigation, complaints management, capacity, consent, guardianship, technology and social media, statutory interpretation and privacy matters.

Anna-Maria regularly appears as advocate on behalf of clients at settlement conferences and mediations. Anna-Maria has also appeared as advocate on applications in the Supreme Court, District Court, Magistrates Court of Queensland and at QCAT and the Coroner's Court.