



Healthshare Pty Ltd  
Suite 603, 1 Newland Street  
Bondi Junction NSW 2022

To whom it may concern,

**Re: BetterConsult Data Security and Privacy**

In light of the recent cyber attacks, we appreciate there are heightened concerns around data security and privacy.

HealthShare, the Australian digital health company that runs the BetterConsult product, has been in business since 2010 and over that time has built digital tools used by millions of Australians every year and over 20,000 GPs a month.

We take our data security and privacy obligations extremely seriously and are proud of the fact that we are a Best Practice Gold Partner, one of only a handful of partners to achieve this level of endorsement. More information can be found here: <https://bpsoftware.net/partner-healthshare/>

Our BetterConsult product is a pre-consultation clinical questionnaire that helps patients and their GP have a better quality appointment so the patient can spend more time with their GP talking about their issues.

The questionnaire's answers are provided securely and confidentially to the GP at the beginning of the appointment so they are better able to understand all of the patient's reasons for the visit and can spend the time with the patient on the most clinically important areas.

From a patient's perspective, the questionnaire ensures they have the opportunity, before the appointment, to think through all the issues they wish to discuss so they can make the most of their time with their GP. Patients who fill out the questionnaire provide positive feedback that it helps ensure they don't forget key issues and like the fact that their GP can understand their agenda at the start of the consult.

Over 5 million questionnaires have been completed by patients, with an overall 98% approval rating. Over 90% of GPs around Australia have indicated that BetterConsult helps them in their consultation and allows them to spend more time engaging with their patient instead of admin time facing the computer and typing notes.

The questionnaire also provides the GP with clinical flowcharts and other treatment guidelines to help support them with the patient's best treatment options.

Regarding data and privacy issues:

- The generated clinical notes are only visible and available to the GP, and neither BetterConsult's staff, nor other non-clinical members of the practice, have access to the notes.
- To ensure the data is secure, all BetterConsult data is stored in Australian data centres in accordance with the Australian Privacy Act.



- The personal information entered is encrypted end-to-end between the patient and the practice – it is encrypted in transit and in rest which means that BetterConsult's staff are not able to view the encrypted information.
- BetterConsult's Privacy Policy is very clear that personal information can only be used for the primary purpose for which it was collected - ie. to provide to the GP to help support the consultation (doing anything else with the personal information would be a breach of the Privacy Act).
- Identifiable patient and doctor data is also automatically deleted from the BetterConsult systems up to 72 hours after the consult is completed, ensuring the GP has enough time to access the information after the consult, if needed, before it is permanently deleted. Therefore the patient and doctor's personal information is no longer in the BetterConsult system and has been permanently purged after this time period.

We are always available to answer any other concerns that may arise, whether data or privacy related, or any other issues.

With over 50,000 patients a week now answering the BetterConsult questionnaires, we look forward to working with you and your practice to successfully roll this out.

Yours sincerely,

Rami Weiss  
Executive Director  
Healthshare Pty Ltd