

Privacy Policy



Introduction

We are committed to protecting the privacy of patient information and to handling your personal information in a responsible manner in accordance with the Privacy Act 1988 (Cth), the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Australian Privacy Principles and relevant State and Territory privacy legislation (referred to as privacy legislation).

This Privacy Policy explains how we collect, use and disclose your personal information, how you may access that information and how you may seek the correction of any information. It also explains how you may make a complaint about a breach of privacy legislation.

This Privacy Policy is current from the 15th of October 2018 and is reviewed periodically. From time to time we may make changes to our policy, processes and systems in relation to how we handle your personal information. We will update this Privacy Policy to reflect any changes. Those changes will be available on our website and in the practice.

Please note these premises are under security surveillance.

Collection

We collect information that is necessary and relevant to provide you with allied health care and treatment and manage our practice. This information may include your name, address, date of birth, gender, health information, family history, credit card and direct debit details and contact details. This information may be stored on our computer medical records system and/or in handwritten medical records.

Wherever practicable we will only collect information from you personally. However, we may also need to collect information from other sources such as paediatricians and other health care providers, and the Myhealth record system.

We collect information in various ways, such as over the phone, or in writing, in person in our centre or over the internet if you transact with us online. This information may be collected by clinical and non-clinical staff.

In emergency situations we may also need to collect information from your relatives or friends.

We may be required by law to retain clinical records for certain periods of time depending on your age at the time we provide services.

Use and Disclosure

We will treat your personal information as strictly private and confidential. We will only use or disclose it for purposes directly related to your care and treatment, or in ways that you would reasonably expect that we may use it for your ongoing care and treatment.

There are circumstances where we may be permitted or required by law to disclose your personal information to third parties. For example, to Medicare, Police, insurers, solicitors, government regulatory bodies, tribunals, courts of law, hospitals, debt collection agents, the electronic transfer of prescriptions service or to the Myhealth record system.

We may disclose information about you to outside contractors to carry out activities on our behalf such as an IT service provider, solicitor or debt collection agent. As per NDIS procedures, we are required to provide client files for auditing purposes. You may also be required to participate in interviews. If you do not wish to have your file available for this, you may opt out in writing at the end of this document. We impose security and confidentiality requirements on how they handle your personal information. Outside contractors are required not to use information about you for any purpose except for those activities we have asked them to perform.

Data Quality and Security

We will take reasonable steps to ensure that your personal information is accurate, complete, up to date and relevant. For this purpose our staff may ask you to confirm that your contact details are correct when you attend a consultation. We request that you let us know if any of the information we hold about you is incorrect or out of date.

Personal information that we hold is protected by:

- securing our premises;
- placing passwords and varying access levels on databases to limit access and protect electronic information from unauthorised interference, access, modification and disclosure; and
- providing locked cabinets and rooms for the storage of physical records.

Corrections

If you believe that the information we have about you is not accurate, complete or up to date, we ask that you contact us in writing (see details below).

Access

You are entitled to request access to your clinical records. We request that you put your request in writing and we will respond to it within a reasonable time.

There may be a fee for the administrative costs of retrieving and providing you with copies of your clinical records.

We may deny access to your clinical records in certain circumstances permitted by law, for example, if disclosure may cause a serious threat to your health or safety. We will always tell you why access is denied and the options you have to respond to our decision.

Complaints

If you have a complaint about the privacy of your personal information (including complaints about our use of the Myhealth record system), we request that you contact us in writing. Upon receipt of a complaint we will consider the details and attempt to resolve it in accordance with our complaints handling procedures.

If you are dissatisfied with our handling of a complaint or the outcome you may make an application to the Australian Information Commissioner or the Privacy Commissioner in your State or Territory.

Overseas Transfer of Data

We will not transfer your personal information to an overseas recipient unless we have your consent or we are required to do so by law.

Contact

Please direct any queries, complaints, requests for access to medical records to:

info@head2toefamilyhealth.com.au

By signing my name below, I certify that I have read the above information. Any questions concerning this policy have been discussed. My signature also certifies my understanding of and agreement with the above policy.

Client Name: _____

Date: _____

Parent/Guardian Name: _____

Signature: _____

Version control

Version No.	Date	Reason for update
0	15/10/2018	New Document
1	18/02/2019	Changes made throughout document
2	25/02/2019	Retention of Information Paragraph added to "Collection" Section
3	11/03/2019	Formatting changes
4	20/5/19	Formatting changes

Approval

Name	Title	Signature	Date
Monica Tanyous	Director		24/02/2019
Monica Tanyous	Director		20/5/19