

NORTH EAST WOMEN'S HEALTH PRIVACY POLICY - 1/09/2018

1. Introduction

Our practice is committed to best practice in relation to the management of information we collect. This practice has developed a policy to protect patient privacy in compliance with the Privacy Act 1988 (Cth) ('the Privacy Act'). Our policy is to inform you of:

- the kinds of information that we collect and hold, which, as a medical practice, is likely to be 'health information' for the purposes of the Privacy Act;
- how we collect and hold personal information;
- the purposes for which we collect, hold, use and disclose personal information;
- how you may access your personal information and seek the correction of that information;
- how you may complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint;

2. What kinds of personal information do we collect?

The type of information we may collect and hold includes:

- Your name, address, date of birth, email and contact details
-
- Other health information about you, including:
 - notes of your symptoms or diagnosis and the treatment given to you
 - your GP referral, specialist reports and test results
 - your appointment and billing details
 - your prescriptions

3. How do we collect and hold personal information?

We will generally collect personal information:

- from you directly when you provide your details to us. This might be via a face to face discussion, telephone conversation, registration form
- from a person responsible for you
- from third parties where the Privacy Act or other law allows it - this may include, but is not limited to: other members of your treating team, diagnostic centres, specialists, hospitals, Medicare, your health insurer, the Pharmaceutical Benefits Scheme

4. Why do we collect, hold, use and disclose personal information?

In general, we collect, hold, use and disclose your personal information for the following purposes:

- to provide health services to you
- to communicate with you in relation to the health service being provided to you
- to comply with our legal obligations, including, but not limited to, mandatory notification of communicable diseases or mandatory reporting under applicable child protection legislation.
- to help us manage our accounts and administrative services, including billing, arrangements with health funds, pursuing unpaid accounts
- for consultations with other doctors (eg your GP or other Specialists) and allied health professionals involved in your healthcare
- to obtain, analyse and discuss test results from diagnostic and pathology laboratories
- for identification and insurance claiming
- To liaise with your health fund, government and regulatory bodies such as Medicare, as necessary.

5. How can you access and correct your personal information?

You have a right to seek access to, and correction of the personal information which we hold about you.

For details on how to access and correct your health record, please contact our practice as noted below under 'Contact Details'

6. How do we hold your personal information?

Our staff are trained and required to respect and protect your privacy. We take steps to protect information held from misuse and loss and from unauthorised access, modification or disclosure. This includes:

- Holding your information on an encrypted database with password security accessible only by authorised personnel
- Holding your information in a lockable cabinet

7. How do we contact you?

- SMS - for reminders (eg appointment communication)
- Phone calls - for general communication
- General Post
- Email - documents (eg medical certificates, result letters, etc)

8. Privacy related questions and complaints

If you have any questions about privacy-related issues or wish to complain about a breach of the Australian Privacy Principles or the handling of your personal information by us, you may lodge your complaint in writing to (see below for details). We will normally respond to your request within 30 days.

If you are dissatisfied with our response, you may refer the matter to the OAIC:

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Fax: +61 2 9284 9666

Post: GPO Box 5218

Sydney NSW 2001

Website: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

9. Updates to this Policy

This Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and other necessary developments. Updates will be publicised on the practice's website.

10. Contact details for privacy related issues

Practice Manager - Ms Stephanie Gordon

A: 1A Williams Ave, St Morris, SA 5068

P: 08 8331 7755

E: admin@newh.com.au