



Life Medical Clinic Bexley Our Privacy Policy

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 NPPs (2000) and the Health Records and Information Privacy Act HRIP Act (2002), 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 2014. 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.

Identifiers

These are numbers or symbols that are used to identify patients with or without using a name e.g. Medicare or DVA numbers. The practice will limit the use of identifiers assigned by other agencies to those uses necessary to fulfil our obligations to those agencies e.g. Medicare claims.

Collection of sensitive information

We collect information that is necessary and relevant to provide you with medical care and treatment, and to manage our medical practice.

This information may include your name, address, date of birth, gender, health information, family history, credit card and/or direct debit details, and contact details. This information will be stored on our computer medical records system and/or in hand written 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 treating specialists, radiologists, pathologists, hospitals and other health care providers.

We collect information in various ways at our practice, such as, over the phone, in writing or in person. This information may be collected by medical and non-medical staff.

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

We are required by law to retain medical 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. For example, the disclosure of blood test results to your specialist or requests for x-rays.

There are circumstances where we may be permitted or required by law to disclose your personal information to third parties. For example, in an emergency, to Medicare, Police, insurers, solicitors, government regulatory bodies, tribunals, mandatory reporting, courts of law, hospitals, or debt collection agents. We may also from time to time, provide statistical data to third parties for research purposes.

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. 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 other than those activities we have asked them to perform.

There are some necessary purposes of collection for which information will be used beyond providing health care, such as professional accreditation, quality assessments, clinical auditing, billing, service monitoring activities, improving the administration of the practice and disclosure to a clinical supervisor.

In general, a patient's health information will not be used for any other purposes without their consent.

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 will 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; and
- ▶▶ placing passwords and varying access levels on databases to limit access and to protect electronic information from unauthorised interference, access, modification and disclosure.

Corrections

The practice encourages patients to ensure that information held is accurate and up to date and to amend any information that is inaccurate.

If you believe that the information we have about you is not accurate, complete or up-to-date, we ask that you please contact us in writing.

Anonymity

A patient has the right to be dealt with anonymously, provided that this is lawful and practical. However in the health context this is unlikely to be practical and may in some circumstances be dangerous to the person's health. All requests of this nature will be referred to the practice manager

Access

You are entitled to request access to your medical 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 medical records (particularly if it is a very large file.)

We may deny access to your medical 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.

This practice acknowledges the right of children and young people to privacy of their health information. Based on the professional judgement of the doctor and consistent with the law, it might be necessary at times to restrict access to personal health information by parents or guardians.

Complaints

The best way to deal effectively with concerns and complaints is to communicate openly and respectfully. This often reduces the likelihood of the problem escalating and becoming more difficult to deal with. Please fill out a complaints sheet and the Practice manager or the treating doctor will consider details and attempt to resolve the issue accordance with our complaints handling procedure. If you are dissatisfied with any aspect of our Privacy Policy, and satisfaction is not gained with consultation with our Practice, you may complain to the Australian Information Commissioner who can be contacted at:

Office of the Australian Information

Commissioner
GPO Box 5218
Sydney NSW 2000
Privacy Hotline: 1300 363 992
Websites:
www.privacy.gov.au
www.lawlink.nsw.gov.au/privacynsw

Trans border Transfer of Data

The individual's privacy is protected by federal privacy legislation and State privacy legislation. We will not transfer your personal information to an overseas recipient unless we have your written consent or we are required to do so by law. If patient information is sent by the practice outside of New South Wales, we will take all steps to protect patient privacy.

Openness

This practice has made this and other material available to patients to inform them of our policies on the management of personal information. On request this practice will, generally, let patients know what sort of personal information we hold, and for what purposes, and how we collect, hold, use and disclose that information.

Contact

Please direct any queries, complaints, or requests for access to medical records to our **Practice Manager, Sneha Naicker.**



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