

## **Privacy Policy Statement**

### **Introduction:**

At Box Hill Superclinic 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, the Privacy Amendment Act 2012, the Australian Privacy Principles and relevant Victorian privacy legislation.

This Privacy Policy explains how we collect, use and disclose your personal information (which includes health 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 1<sup>st</sup> Oct 2018. 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.

### **Consent for the collection of personal information:**

Box Hill Superclinic will only collect information that is necessary and relevant to provide you with optimal medical care and treatment, and to manage our Practice.

Both clinical and administrative staff will only collect and access your personal information that is relevant to their role in your healthcare.

All staff members sign a comprehensive confidentiality agreement.

Administrative staff will access your health information only if required, for example:

- To answer a query you may have for example: the date of a referral, a request for a prescription renewal, the duration of a consultation or the results of investigations if you have elected not to return to receive them personally.
- To answer a query from an appropriate third party, for example, a relevant specialist requesting investigation results or a hospital requesting a list of current medication.
- To ensure optimal administration of your health information, for example, the scanning of relevant documents into your file.

By giving consent to collect and access your personal information to Box Hill Superclinic, you also agree that such information will be available to administration staff, managers, medical and allied health practitioners employed by Carrington Health. This enables us to care for you as a comprehensive multi-disciplinary team.

All staffs of Carrington Health referred to above must comply with Box Hill Superclinic's Privacy Policy.

The staff of Box Hill Superclinic will seek additional consent from you if the personal information collected is to be used for any other purpose.

**The collection and holding of personal information:**

Collected personal information will include:

- Name, date of birth, address, contact and emergency contact details
- Medicare number or Private Health Insurance membership number (where available, for identification and claiming purposes)
- Healthcare identifiers
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors

This information will be stored at Box Hill Superclinic in a number of forms including

- Electronic records
- Paper records
- Visual records such as x-rays, CT scans and photographs

We collect information in various ways including:

1. The collection by practice staff of your personal and demographic information when you phone our clinic to arrange an appointment or when you book online.
2. The collection by practice staff of more detailed personal and demographic information via registration when you present to the Practice for the first time or via our website's encrypted electronic registration.
3. The collection by our healthcare practitioners during the course of providing medical services of further personal information.

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

**Use and disclosure of personal information:**

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, to Medicare, Police, insurers, solicitors, government regulatory bodies, tribunals, courts of law, hospitals, or debt collection agents.

Information may be disclosed to outside contractors to carry out activities on our behalf, such as IT service providers. We impose security and confidentiality requirements on how they handle your personal information. Outside contractors are not permitted to use information about you for any purpose except for those activities we have asked them to perform.

Box Hill Superclinic will use your personal information to send you appointment reminders and/or preventative health reminders. You may opt out of these services at any time by notifying the Practice in a phone call or approaching our reception.

We evaluate all unsolicited patient information we receive and decide if it should be kept, acted on or destroyed.

**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 data bases to limit access and protect electronic information from unauthorised interference, access, modification and disclosure.
- Providing locked facilities for the storage of physical records.

We will not email personal information unless in the case of a medical emergency. Our email service is not encrypted and security cannot be guaranteed.

**Access to personal information:**

You are entitled to request access to your medical records. We ask that you put your request in writing (to complete a request form in clinic).

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

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.

**Privacy concerns:**

Box Hill Superclinic takes complaints and concerns about privacy of patients' personal information seriously. If you have a complaint about the privacy of your personal information, we request that you contact us in writing. Upon receipt of a complaint we then consider the details and attempt to resolve it in accordance with our complaint handling procedures.

**Overseas Transfer of Data:**

We will not transfer your health information to an overseas recipient unless we have your consent to do so, or we are required to do so by law or in the case of a medical emergency.

**Contact:**

Please direct any queries, complaints to:

**Admin Team**

**Box Hill Superclinic**

**Ground Floor, 810 Whitehorse Road, Box Hill Superclinic**

**[Admin@boxhillsuperclinic.com.au](mailto:Admin@boxhillsuperclinic.com.au)**