

# HOLLYWOOD ORTHOPAEDIC GROUP

## PRIVACY POLICY

### PATIENT CONSENT - TO COLLECT & DISCLOSE INFORMATION

The Privacy Act 1988, including the 2014 revised Australian Privacy Principles, require Medical Practitioners to obtain consent from their patients to collect, use and disclose that patient's personal information.

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 the 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 March 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.

### COLLECTION

This means we will collect information that is necessary and relevant to provide you with medical care and treatment, and manage our medical practice. Such necessary information may include;

- Name;
- Address;
- Date of Birth;
- Gender;
- Full medical history;
- Family medical history;
- Ethnicity;
- Medicare/Private Health Fund details;
- Genetic information; and
- Billing/account details.

This information is stored on our computer medical records system. This information will normally be collected directly from you personally through the use of our in-practice forms and from enquiries you make via email, telephone or our online query form. There may be occasions when we will need to obtain information from other sources, for example;

- Other medical practitioners, such as former GPs and Specialists;
- Other health care providers, such as Physiotherapists, Occupational Therapists, Psychologists, Pharmacists, Dentists, Nurses; and
- Hospitals and Day Surgery Units.

Both our practice staff and the medical practitioners may participate in the collection of this information. In emergency situations we may need to collect personal information from relatives or other sources where we are unable to obtain your prior express consent.

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

### USE & 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, to Medicare, Police, Insurers, Solicitors, Government Regulatory Bodies, Tribunals, 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 purposes except for those activities we have asked them to perform.

## **ACCESS**

You are entitled to access your own health records at any time convenient to both yourself and the Practice. Access can be denied where;

- To provide access would create a serious threat to life or health;
- There is a legal impediment to access;
- The access would unreasonably impact on the privacy of another;
- Your request is frivolous;
- The information relates to anticipated or actual legal proceedings and you would not be entitled to access the information in those proceedings; and
- In the interests of national security.

We request that you put your request in writing and we will respond to it within a reasonable time. We may impose a charge for photocopying or for staff time involved in processing your request. Where you dispute the accuracy of the information we have recorded you are entitled to correct that information. It is our Practice Policy that we will take all steps to record all of your corrections, and place them with your file but will not erase the original record.

## **SECURITY**

To maintain our commitment to your privacy, we store your information securely, regardless of its format. As we collect information in both paper and electronic form, we employ electronic and physical security measures. We take all possible measures to ensure your personal information is stored safely and protected from misuse, loss, unauthorised access, modification or disclosure.

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.

Upon commencement at Hollywood Orthopaedic Group all of our staff sign, and are strictly bound by, a confidentiality agreement. Any breach of this agreement would result in serious reprimand.

## **DATA QUALITY**

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.

## **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).

## **COMPLAINTS**

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 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.

## **FEEDBACK**

If you have any questions or concerns about our Privacy Policy, we would be happy to answer them for you. For any complaints or queries, please contact our Practice Manager who will personally address any concerns you may have and take appropriate action where necessary.

Mrs Denise Martin

P: (08) 9389 3800

E: [PracticeManager@hogwa.com.au](mailto:PracticeManager@hogwa.com.au)

## **MORE INFORMATION**

For more information, visit the website of the Office of the Australian Information Commissioner. You will be able to access a range of general and health related privacy information at [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC Enquiries Line on 1300 363 992.