

Ulladulla Medical Clinic

Shop 6
The Philip Centre
Princes Highway
ULLADULLA NSW 2539

Phone: 02 4455 1291
Fax: 02 4455 1571

Dr Matthew Allan	Provider No 4692379W
Dr David Wall	Provider No 4836226A
Dr Joshua Boom	Provider No 5404412J
Dr Francesco Rossi	Provider No 033383DK
Dr Jessica Chua	Provider No 299499Y
Dr Owen Tsao	Provider No 4799298H
Dr Steven Davis	Provider No 578775BH
Dr Ayesha Noureen	Provider No 5663373L
Dr Ashlee Mychael	Provider No 475934BX
Dr Jessica Osborne	Provider No 4639499F
Dr Juliet Crowe	Provider No 5594328F
Dr Richard Sykes	Provider No 5571849B
Dr William Fong	Provider No 6187798A

PRIVACY POLICY

ULLADULLA MEDICAL CLINIC

INTRODUCTION

The Ulladulla Medical Clinic respects you, our patient's right to privacy. 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.

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 is current from 12 March 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 in our practice.

COLLECTION AND USE OF YOUR INFORMATION

“Personal information” is information we hold which is identifiable as being about you.

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

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What information may we collect?

We may collect the following types of personal information from you:

- Name
- Address
- Phone number
- Mobile number
- Medicare number, veteran affairs, health care card number, pension number, health fund number
- Your profession, occupation or job title
- Next of kin
- Medical history
- Medications
- Pathology results
- Test results
- Specialists reports
- The name of any health service provider or medical specialist to whom you are referred
- Reports from allied health professionals

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How do we collect your personal information?

The Ulladulla Medical Clinic collects your personal information directly from you unless it is unreasonable or impractical to do so. We collect information in various ways, such as over the phone or in writing, and in person in our rooms at the Ulladulla Medical Clinic. This information may be collected by medical and non medical staff.

We may also collect personal information from third parties including:

- Information provided on your behalf with your consent
- From a health service provider who refers you to medical practitioners or allied health professionals
- From health service providers to whom you are referred eg. Specialist, hospital
- From your employer or prospective employer
- From third party bodies such as law enforcement agencies and government bodies

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

What happens if we cannot collect your personal information?

If you do not provide us with the personal information described above then it may be possible that:

- We may not be able to provide the requested services to you, either to the same standards or at all
- Your diagnosis and treatment may be incomplete

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USE AND DISCLOSURE OF YOUR 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 and hospitals. We may also, from time to time provide statistical data to third parties for research purposes. If research is conducted, then each patient will be asked to provide consent for his/her personal health information to be released.

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

DATA QUALITY AND SECURITY OF YOUR INFORMATION

It is the policy of the Ulladulla Medical Clinic to maintain accurate, up to date and complete records. For this purpose, our staff may ask you to confirm that your contact details are correct when you attend a consultation. You can help us in this task by informing us of any changes to names and contact details.

Your information may be stored on paper but most likely will be in electronic format.

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It is the policy of this practice to protect your information from loss and unauthorised access, modification or disclosure.

If a patient ceases to become a patient of the practice then we are obliged to keep medical information for a minimum of 7 years from the date of last entry in the patient record. For children of the practice - their medical record will be kept until the child reaches or would have reached 25 years of age.

At the Ulladulla Medical Clinic we take reasonable steps to ensure your personal information is protected from misuse and loss, unauthorised access, modification or disclosure.

Personal information is protected by:

- Securing our premises
- Placing passwords and varying access levels on databases to limit access and protect electronic information for unauthorised interference, access, modification and disclosure

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 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.

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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.

COMPLAINTS

What is the process for complaining about a breach of privacy?

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 NSW Privacy Commissioner.

DISCLOSURE OF INFORMATION OVERSEAS

The Ulladulla Medical Clinic does not disclose your personal information to overseas recipients 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:

Your usual GP or The Practice Manager

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I confirm that I have received training or explanation in the area of the Privacy Policy of the Ulladulla Medical Clinic in the Induction/Orientation Program. I acknowledge and understand

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the content of the items listed above, and I agree to abide by the privacy policy and other related processes in the Policy and Procedure Manual.

Signature:

Date: