

Red House Paediatrics Privacy Policy

This Privacy Policy applies to Red House Paediatrics and all Practitioners associated with Red House Paediatrics.

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 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
- whether we are likely to disclose personal information to overseas recipients

2. What kinds of personal information do we collect?

We require personal information on the patient and also the parent/guardian/person responsible for accounts. The type of information we may collect and hold includes:

- The patient and parent/guardian/account holder's name, address, date of birth, email and contact details
- Medicare number, DVA number and other government identifiers for the patient and parent/guardian/account holder
- Other health information including, but not limited to:
 - notes of the patient's symptoms or diagnosis and history of treatment given
 - the patient's specialist reports and test results
 - the patient's appointment and billing details
 - the patient's prescriptions and other pharmaceutical purchases
 - the patient's genetic information
 - the patient's healthcare identifier
 - any other information about the patient's race, sexuality or religion, when collected by a health service provider

3. How do we collect and hold personal information?

We will generally collect personal information:

- from the parent/guardian/account holder directly when you provide the patient's details to us. This might be via a face-to-face discussion, telephone conversation, written document or online form
- from a person responsible for the patient
- from third parties where the Privacy Act or other law allows it - this may include, but is not limited to, other members of the patient's treating team, diagnostic centres, specialists, hospitals, the My Health Record system, electronic prescription services, Medicare, 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 the patient's personal information for the following purposes:

- to provide health services to the patient
- to communicate with the patient and parent/guardian in relation to the health service being provided
- 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, management of our ITC systems
- for consultations with other doctors and allied health professionals involved in the patient's healthcare
- to obtain, analyse and discuss test results from diagnostic and pathology laboratories
- for identification and insurance claiming
- To liaise with the patient and parent/guardian/account holder's health fund, government and regulatory bodies such as Medicare, the Department of Veteran's Affairs and the Office of the Australian Information Commissioner (OAIC) (if a privacy complaint is made to the OAIC), as necessary.

5. How can you access and correct personal information?

Patients and their parents/carers have a right to seek access to, and correction of the personal information which we hold about the patient, in accordance with the Victorian Health Records Act 2001. [Note: a fee may be applicable for the provision of medical records, in accordance with the Victorian Health Records Act 2001].

We ask that you put the request in writing and we will respond to it within a reasonable timeframe.

We may deny access to medical records in certain circumstances permitted by law, for example, if disclosure may cause a serious threat to the patient's health or safety. We will always tell you why access is denied and the options you have to respond to our decision.

6. How do we hold personal information?

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

- securing our premises
- strong password protections applied and varying access levels on databases to limit access and protect electronic information from unauthorised interference, access, modification and disclosure
- document retention and destruction policies and procedures

7. Privacy related questions and complaints

If the patient or their parent/carer have any questions about privacy-related issues or wish to complain about a breach of the Australian Privacy Principles or the handling of personal information by us, a complaint should be submitted in writing to Red House Paediatrics (see below for details). We will normally respond to the 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

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

8. Anonymity and pseudonyms

The Privacy Act provides that individuals must have the option of not identifying themselves, or of using a pseudonym, when dealing with our practice, except in certain circumstances, such as where it is impracticable for us to deal with the patient or parent/guardian if they have not identified themselves. In medical practices it is largely impracticable to deal with patients anonymously or via a pseudonym. The provision of medical services is likely to be impacted, and billing via Medicare or a health insurer where applicable is likely to be impracticable.

9. Overseas disclosure

If necessary, we may disclose the patient's personal information to the following overseas recipients:

- any practice or individual who assists us in providing services (such as where the patient has received treatment overseas or has continuing treatment from an overseas provider) In this case, we will seek written consent for the disclosure
- anyone else to whom the patient or account holder authorise us to disclose it

10. 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. The current version of the policy has been updated on 6/4/2022.

11. Contact details for privacy related issues

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