

## 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 fulfill our obligations to those agencies e.g., Medicare claims.

## ANONYMITY

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

## TRANSBORDER DATA FLOWS

The individual's privacy is protected by federal legislation. If patient information is sent outside of Australia, we will take steps to protect patient privacy.

## SENSITIVE INFORMATION

Health information is sensitive information for the purposes of the privacy legislation. This means that generally all patient's consent will be sought to collect the information that is needed to make an accurate medical diagnosis, prescribe appropriate treatment, and to be proactive in patient health care.

## 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 a more difficult problem to handle.

The practice Privacy Officer or the treating doctor can allay concerns and complaints at a local level.

Please address all concerns or complaints to our Privacy Officer in writing to 70 John Street Camden NSW 2570.

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 Federal Privacy Commissioner who can be contacted at the following address:

Federal Privacy Commissioner  
C/O Office Of The Australian Information  
Commissioner

1300 363 992

GPO Box 5288  
Sydney NSW 2011

Website: [www.privacy.gov.au](http://www.privacy.gov.au)



# Camden Central Family Practice



70 John Street  
Camden NSW 2570  
Phone: 46 559 950  
Fax: 46 559 390

## PRIVACY POLICY



## PREAMBLE

The Federal Privacy Act incorporates 10 National Privacy Principles (NPPs) that set out the rules for the handling of personal health information in the private sector. In the interests of providing quality health care this practice has developed this privacy policy that complies with the Privacy Act and the NPPs.

Full details of the NPPs are available on request.

Any queries regarding this policy should, in the first instance, be directed to the Privacy Officer.

The ways in which this practice complies with the legislation and the NPP's is set out below:

### **DATA COLLECTION**

It is necessary for us to collect personal information from patients and sometimes other people associated with their health care, in order to

attend to their health care needs and for associated administrative purposes.

### **DATA USE AND DISCLOSURE**

A patient's personal health information is used or disclosed for purposes directly related to their health care and in ways that are consistent with a patient's expectations. In the interests of the highest quality and continuity of health care this may include the sharing of information from time to time, with other health providers who comprise a patient's health care team.

In addition, there are circumstances when information must be disclosed without patient's consent, such as:

- Emergency situations
- Situations that are mandatory by law e.g., reporting of some communicable diseases, court subpoenas, etc.
- Situations where it may be necessary to disclose information to fulfil a medical indemnity insurance obligation
- The provision of information to Medicare or a private health fund if relevant for billing or rebate purposes

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, or 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**

All patient information held by this practice relevant to the functions of providing health care will be maintained in a form that is accurate, complete, and up to date.

### **DATA SECURITY**

The storage, use and where necessary, transfer of personal health information will be undertaken in a secure manner that protects patient privacy. It is necessary for the practice to keep patient information after the patient's last attendance for as long as is required by law or is prudent, having regard to administrative requirements.

### **OPENNESS AND TRANSPARENCY**

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.

### **ACCESS AND CORRECTION**

Patients may request access to their personal health information held by this practice.

All requests for access to health information will be referred to the practice Privacy Officer.

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

There are some circumstances in which access might be restricted or denied and the reason (s) would be explained.

A charge may be payable where the practice incurs a cost in providing access. This is for administrative costs such as photocopying, etc.

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.

