

St John of God Eye Clinic Privacy Policy

This practice has developed a policy to protect patient privacy in compliance with Australia's privacy legislation.

Collection and use of your information

- To provide a quality on-going health care service, this practice collects information about its patients. Sensitive information such as your current and previous medical conditions and family health history are necessary to provide an accurate diagnosis, appropriate treatment and ongoing health care. Other personal information is required so we can contact you about your health and for billing purposes.

Disclosure of your Information

- To provide continuity of care, the information we collect about you may be shared with other health care providers (your family doctor and relevant specialists, doctors, optometrists, hospitals, day surgeries, pathology and radiology practices, etc.). Upon request, information will be made available to other health service providers involved in your care.
- Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff.
- According to the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth), in limited circumstances, a medical practitioner is permitted to use or disclose information about a patient to lessen or prevent a serious threat to the life, health or safety of any individual or to public health or safety.
- Doctors may be legally bound to disclose your information in certain situations such as for medical defence purposes and reporting communicable diseases. Records must also be disclosed under court orders, subpoenas, search warrants and Coroner's Court cases.
- If research is conducted, then each patient provides informed consent for his/her personal health information to be released.
- Relevant information may be shared with a debt collection agency in the event of unsettled accounts.

Data Quality and Security of your Information

- It is the policy of this practice to maintain accurate, up-to-date and complete records. 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 and/or in electronic formats.
- It is the policy of this practice to protect your information from loss and unauthorised access, modification or disclosure.
- Your information will be kept for at least as long after your last attendance as is legally necessary or required for administrative

purposed. If your information is no longer needed after this time, it will be destroyed in a secure manner.

Access and Correction of your Information

- Under Australia's privacy legislation, you have the right to access your information.
- You can ask to view your information or have a copy of all, or part, of your records.
- You are able to have incomplete or inaccurate information amended.
- There are some circumstances, such as for legal reasons, where access to your information will be denied, but if this is the case, you will be advised of the reason.
- There is no charge for lodging a request for access, however, a charge may be made if this practice incurs costs in providing you access to your records.

Complaints

- If you wish to register a complaint about our privacy practices or a breach of privacy or confidentiality, please outline your complaint in writing and address it to:
The Practice Manager
St John of God Eye Clinic
Suite 206, 25 McCourt Street
Subiaco, Western Australia 6008.
- All complaints will be dealt with fairly and as quickly as possible.

**St John of God Eye Clinic
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