

Wellbeing of Women Centre Privacy Policy

Current as of: 01/01/2017

Introduction

The Wellbeing of Women Centre is committed to protecting the confidentiality and privacy of personal information. This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and utilised within our practice, and the circumstances in which we may share it with third parties.

Scope and Purpose

This policy applies to all staff (paid/unpaid), contractors and participants. This policy has been developed to provide a framework for Wellbeing of Women Centre's legal and ethical expectations in dealing with confidentiality and privacy matters.

Definitions

Personal Information *(as defined by the Privacy Act 1988)*

Is Information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.

Sensitive Information *(as defined by the Privacy Act 1988)*

Is information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preference or practices, criminal record or health, genetic or biometric templates, that is also personal information.

Health Information

Health information is a particular subset of personal information and can include any information collected to provide a health service, such as a person's name, address, account details, Medicare number and any health information such as medical or personal opinion about a person's health, disability or health status.

Confidentiality

Implies to the relationship of confidence between the organisation and the individual.

Why and when patient consent is necessary

When you register as a new patient/ patient at our medical centre, you will provide consent either electronically or manually for our clinical staff and practice staff to access and use your personal information so that they are able to provide you with quality healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do so.

The personal information we will collect about includes your:

- Names, date of birth, addresses, contact details i.e. mobile numbers and emails.
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors.
- Medicare number (Where available for identification and claiming purposes).
- Healthcare Identifiers.
- Health Fund details.

Collecting your personal Information

Our medical centre may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration either in person or electronically via our website booking and registration form.
2. During the course of providing medical services, we may collect further personal information via electronic transfer of prescription (eTP), My Health Record, Event summary and HealthLink.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online enquiry or communicate with us via/using social media outlets.
4. There may be circumstances in which your personal information is collected from other sources. Often this is because it is not practical to collect it directly from you. This may include information from:
 - Your guardian or responsible person
 - Other healthcare providers, such as specialists, allied health professionals, hospitals, community health services, pathology and diagnostic imaging services involved in your healthcare.
 - Your health fund, Medicare, Department of Veterans' Affairs (as necessary)

Accessing and correcting your personal health information

You have the right to request access to, and update your personal information. Our medical centre acknowledges that patients may request access to their medical records. We require you to put this request in writing with signed requests being sent via fax, email, mail or in person. Our medical centre will respond within a reasonable time that being 30 days from when the request is made/ received whatever date is the most recent. There will be no fees charged for the compiling of the medical records administrative or otherwise. (This also applies to other medical practices requesting medical records). Our medical centre will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time we will ask you to verify that your personal information held on our system is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to our practice manager Ashleigh Baillie (ashleigh@wowcentre.com.au or Fax: 08 6323 3358)

When, why and with whom do we share your personal information?

We sometimes share your personal information:

- With third parties who work with our medical centre for business purposes, such as accreditation agencies, information technology providers- these third parties are required to comply with APPs and this policy.
- With other healthcare providers.
- When it is required or authorised by law i.e. court subpoenas
- When it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain patient consent.
- To assist in the locating of a missing person.
- To establish, expertise or defend an equitable claim
- For the purpose of confidential dispute, resolution process.
- When there is a statutory requirement to share certain personal information i.e. some diseases require mandatory notification.
- During the course of providing medical services, through eTP, My Health Record, Healthlink i.e. shared and event health summaries.

Practice staff will also have access to your personal information if direct consent is provided for the purpose of research, professional development and quality assurance improvement in aid of improving and providing best practice within the medical centre. All personal information will be de-identified and all consenting patients will be notified of quality assurance activities that are carried out.

Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise stated within this policy, our medical centre will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside of Australia (unless under exceptional circumstances that are permitted by law) without your consent.

How we store and protect your personal information?

Your personal information is stored in paper format and electronic format within the Genie software this includes all patient medical records and visual records, pathology and diagnostic imaging which is backed on to a server.

Retention of medical records as per the Privacy Act requires personal information to be retained for a minimum of seven years from the date of last contact, or until the patient has reached the age of 25, whichever is the longer, or destroyed or permanently de-identified once it is no longer needed for any authorised use or disclosure under the legislation.

Our medical centre stores all personal information securely via the form of electronic security i.e. passwords, electronic audit trails, virus protection. Physical security is in the form of locked doors, filing cabinets and no unauthorised after hours access to the surgery. All staff, contractors to provide appropriate documentation i.e. police clearance.

How you can lodge a privacy-related complaint, and how will the complaint be handled at our medical centre?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will attempt to resolve it in accordance with our complaint resolution procedure. Our medical centre will respond within 30 days from when the complaint is made with all complaints being put in writing and addressed to the practice manager:

Ashleigh Baillie

Wellbeing of Women Centre

Suite 48, level 3 Wexford Medical Centre, 3 Barry Marshall Parade

MURDOCH WA 6150

(Email: ashleigh@wowcentre.com.au or Fax: 08 6323 3358)

You may also contact the OAIC. The OAIC generally will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992.

Staff training

All staff employed at the Wellbeing of Women Centre will be provided with a copy of the privacy and confidentiality policy and must comply with signing a confidentiality agreement as part of their employment. Staff will be trained on a regular basis in accordance with our patient privacy and confidentiality procedures to ensure best practice.

Policy review and changes

This policy will be reviewed regularly that being every 2 years to ensure it is in accordance with any changes that may occur. Current and up to date policies will be published on our website (www.wowcentre.com.au)