



Adelaide Vascular Privacy Policy

Introduction

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for our Surgeons, Sonographers and practice staff to access and use your personal information so they can provide you with the best possible 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 this.

Why do we collect, use, hold and share your personal information?

Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg staff training).

What personal information do we collect?

When we collect information from you or your referring practitioner, we only collect the information we need to fulfill the relevant purpose.

Our practice is required to collect your personal information to provide healthcare services to you.

The information we will collect about you includes:

- names, date of birth, addresses, contact details, next of kin
- 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
- Private Health Fund details.

If you do not provide us with the information we require, we will not be able to provide you with the products or services you have requested. You have the right at any time to request reasonable access to the information we hold about you.

Practice Information Sheets and Health Questionnaires must be completed for all patients every 2 years to ensure up to date information is held by the practice.

How do we collect your personal information?

Our practice will collect your personal information:

- When you make your first appointment our practice staff will collect your personal and demographic information via your registration form and health questionnaire.
- During the course of providing medical services, we may collect further personal information.
- We may also collect your personal information when you access our website, send us an email, SMS or telephone us.
- In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
 - Your guardian or responsible person
 - Other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
 - Your health fund, Medicare, or the Department of Veteran's Affairs (as necessary).

Who do we share your personal information with?

We sometimes share your personal information:

- with third parties who work with our practice for business purposes, such as accreditation agencies or 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 (eg 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 the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)

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

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

Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent.

How do we store and protect your personal information?

Our practice stores all personal information securely.

Your personal information may be stored at our practice in various forms.

Our practice stores your paper medical records, X-Rays, CT Scans, MRI films, Ultrasound reports and discs in a dedicated secure locked filing room, your paper medical records, medical reports and ultrasound results are also scanned and stored as electronic records and stored on our secure server.

All staff of our practice have agreed and adhere to our Practice Code of Conduct which includes our Practice Confidentiality Policy.

Security

All patient information is stored securely on our company servers. The servers are running secure Microsoft Windows Server technology. Data on the servers is secured and restricted only to practice staff via the use of usernames and confidential passwords. The systems are protected by a tier 1 antivirus system, Internet router and are also monitored on 24/7/365 basis.

How can you access and correct your personal information at our practice?

You have the right to request access to, and make correction of, your personal information.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing and our practice will respond within 30 days.

Our practice 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 your personal information held by our practice is correct and up-to-date. You may also request that we correct or update your information, and you should make such requests in person with the receptionist, by phone, email to info@adelaidevascular.com or in writing to 1/183 Tynte Street North Adelaide SA 5006.

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

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure.

Complaints should be emailed to info@adelaidevascular.com Att: Practice Manager and a response will be received within 30 days.

Complaints regarding a breach of privacy can also be investigated by the Office of the Australian Information Commissioner. www.oaic.gov.au

Privacy and our website

We may use "cookies" to store and sometimes track information about our online customers and users. Most browsers are set to accept cookies, however users can usually change their settings to refuse cookies or to alert that cookies are being sent.

Policy review statement

This practice privacy policy is reviewed on an annual basis to ensure it is up to date in accordance with legislation.