

Greenslopes Urology Clinic Privacy Policy

Introduction

We are committed to protecting the privacy of patient information and to handling your personal information in a responsible manner in accordance with the Commonwealth Privacy Act 1988, the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Australian Privacy Principles and relevant Queensland privacy legislation (referred to as privacy legislation). This Privacy Policy explains how we collect, use and disclose your personal information. It also explains how you may make a complaint about a breach of privacy legislation. This Privacy Policy is current from 2015. From time to time we may make changes to our policy, processes and systems in relation to how we handle your personal information. We will update this Privacy Policy to reflect any changes. Those changes will be available on our website and in the practice.

Collection

We collect information that is necessary and relevant to provide you with medical care and treatment, and manage our medical practice. This information may include your name, address, date of birth, gender, health information, family history, medical insurance, credit card and direct debit details and contact details. This information may be stored on our computer medical records system and/or in hand written medical records.

Wherever practicable we will collect information from you personally. However, we may also collect information from other sources such as treating specialists, radiologists, pathologists, hospitals and other health care providers. We collect information in various ways, such as over the phone or in writing, in person in our rooms or over the internet if you transact with us online. This information may be collected by medical and non-medical staff. In emergency situations we may also need to collect information from your relatives or friends. We are required by law to retain medical records for certain periods of time depending on your age at the time we provide services.

Use and Disclosure

We will treat your personal information as strictly private and confidential. We will use or disclose it for purposes directly related to your care and treatment, or in ways that you would reasonably expect that we may use it for your ongoing care and treatment. For example, the disclosure of blood and x-ray test results to your local doctor or clinical details on requests for investigations.

There are circumstances where we may be permitted or required by law to disclose your personal information to third parties. For example, to Medicare, Police, insurers, solicitors, government regulatory bodies, tribunals, courts of law, hospitals or debt collection agents. We may also, with ethical approval, provide data to third parties for research and quality assurance purposes.

We may disclose information about you to outside contractors to carry out activities on our behalf, such as an IT service provider, solicitor or debt collection agent. We impose security and confidentiality requirements on how they handle your personal information. Outside contractors are required not to use information about you for any purpose except for those activities we have asked them to perform.

Data Quality and Security

We will take reasonable steps to ensure that your personal information is accurate, complete, up-to-date and relevant. For this purpose our staff may ask you to confirm that your contact details are correct when you attend a consultation. If you believe that the information we have about you is not accurate, complete or up-to-date, we ask that you contact us in writing.

Personal information that we hold is protected by –

- Securing our premises
- Placing passwords and varying access levels on databases to limit access and protect electronic information from unauthorised interference, access, modification and disclosure

Access

You are entitled to request access to your medical records. We ask that you put your request in writing and we will respond to it within a reasonable time. There is usually no fee for the administrative costs of retrieving and providing you with copies of your medical records.

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

Complaints

If you have a complaint about the privacy of your personal information, we request that you contact us in writing. Upon receipt of a complaint we will consider the details and attempt to resolve it in accordance with our complaints handling procedures. If you are dissatisfied with our handling of a complaint or the outcome you may make an application to the Australian Information Commissioner or the Privacy Commissioner in your State or Territory.

Overseas Transfer of Data

We will not transfer your personal information to an overseas recipient unless we have your consent or we are required to do so by law.

Contact

Please direct any queries, complaints, requests for access to medical records to –

The Practice Manager
Greenslopes Urology Clinic
Suite 28, Greenslopes Specialist Centre
121 Newdegate St
GREENSLOPES QLD 4120

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