

Family ENT Privacy Policy

Current as of: 7th December 2021



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.

At Family ENT clinic, we are committed to providing quality healthcare for our patients. As a fundamental part of this commitment staff and practitioners of the Practice recognise the importance of ensuring that our patients are fully informed and involved in their healthcare.

Why and when your consent is necessary

When you register as a patient of our Practice, you provide consent for our Specialists 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 Practice will need to collect your personal information to provide healthcare services to you. 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?

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
- Electronic Pathology
- Electronically through Argus, HeathLink
- Health fund details.

Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so.

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 the phone and our patient registration form.
- During the course of providing medical services, we may collect further personal information.
- We may also collect your personal information when you visit our website, send us an email, SMS, telephone us or communicate with us using social media.
- 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. If you do consent, you may opt-out of direct marketing at any time by notifying our Practice in writing.

How do we store and protect your personal information?

Our Practice stores all personal information securely and is kept electronically on our server within our Practice. As a part of our commitment to preserving the confidentiality of your information contained within your medical record we adhere to strict information technology policies within this Practice. All personal information that we hold is protect by passwords and staff have varying access levels on electronic databases. This allows us to limit access and protect electronic information from unauthorised interference, access, modification and disclosure.

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

You have the right to request access to, and 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 to the Practice Manager and email the request to megan.hawkes@familyent.net.au or via post at 107 Stafford Street, Penrith NSW 2750, where you will receive a response within thirty days.

Our Practice takes 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.

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

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing to our Practice Manager, Megan Hawkes by email at megan.hawkes@familyent.net.au or post at 107 Stafford Street, Penrith NSW 2750. We will then attempt to resolve it in accordance with our resolution procedure within thirty days.

You may also contact the OAIC. Generally, the OAIC 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 336 002.

Privacy and our website

Hills ENT website have an Extended Validation SSL certificate (EV SSL). EV SSL Certificates are validated to the highest degree to provide confidence in the identity of the web site operator. EV certificates enable secure connections, establish business identities, and assist in preventing fraud through a rigorous set of checks and validations previously unmatched with regular SSL certificate processes.

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur through legislation or Practice policies.