

Trevor Lane Podiatry – Privacy Policy –

1. Our Commitment to your Privacy

Trevor Lane Podiatry respects the privacy of your personal information and is committed to complying with the *Privacy Act 1988*, including the *Australian Privacy Principles (APP Guidelines)*.

2. Collection of Information

Trevor Lane Podiatry may collect and hold any of the following information from you:

- Name, address and phone number & email address;
- Date of Birth;
- In the case of patients under the age of 18 – we will also collect information, namely the name and contact details of the parent/guardian of that patient;
- Occupation;
- General practitioner and or/referring Doctor or other health professional;
- Private health fund details, Medicare, Pension, Department of Veteran Affairs and/or WorkCover reference numbers where applicable;
- Medical and foot health history and current information;
- Transaction details associated with the services we provide to you;
- Additional information provided to us by you or your referring health practitioner.

The most common methods of collection of such information is via the following:

- During phone conversations at the time of making a booking;
- Via our online booking system via secure website;
- Completion of written *Patient Information Sheet*;
- Correspondence and reports from external sources (referring health practitioner or x-ray facility) either delivered by yourself or directly from that external source either hard copy or electronically;
- Video and photographs of feet and lower limbs only (Podiatrist will always seek your prior consent);
- Gait scanning software provides information when required to assist diagnosis of walking problems;
- Patient surveys.

Trevor Lane Podiatry will only collect personal and health information from you which is necessary to provide quality podiatric care tailored to your personal circumstances. This information will be used to provide accurate diagnosis and treatment, to facilitate communication between the clinic and patient and/or relevant health professionals. It will also be used for billing/invoicing purposes.

It is your responsibility to ensure that the information you provide to us is accurate. If you choose not to provide requested information, we will advise you of what consequences this non-disclosure may have. Withholding certain information may limit our ability to provide you with quality on-going health care services.

3. Anonymity and Pseudonymity

Trevor Lane Podiatry requires clients to identify themselves appropriately to be able to claim rebates from third party funders such as private health funds, Medicare, DVA, WorkCover/insurance authorities etc. It is also necessary for clients to properly identify themselves to ensure appropriate records are kept and for continuity of care to be provided.

4. Notification of the Collection of Personal Information

Trevor Lane Podiatry requires all patients to read and sign a *Consent Form* outlining the reasons for collection and use of personal information provided to this Clinic.

A *Personal and Health information Collection Statement* is displayed in the Reception area at **Trevor Lane Podiatry** at all times. This statement outlines why we collect your personal information as well as advising of the subsequent use and disclosure of such information.

4. Use of Disclosure of Personal Information

Trevor Lane Podiatry will only use or disclose a client's personal information for the purpose for which it was collected to provide our services, i.e. providing podiatry assessment, treatment and related services.

From time to time, personal information may be shared with other health providers (doctors, allied health practitioners, specialists etc.), in the course of treating/managing a client's condition. Where applicable, client information will also be provided to Medicare, the Department of Veterans' Affairs, WorkCover/insurance authorities and/or health insurance funds. The client's information is disclosed to these parties only in relation to the specific services provided by us to the client.

Unless the client authorises (in writing) a third party (other than the above) to have access to their information, only the client will be granted access to their personal information.

There are limited exceptions where information may be disclosed without the client's consent including emergency situations, risks to health and safety of an individual or the public, fulfilling medical indemnity insurance requirements. **Trevor Lane Podiatry** may be legally bound to release client records in situations such as under court orders and/or subpoenas.

Occasionally, this clinic may receive personal information about a client which they have not sought. Should we receive such personal information that we did not request, we shall destroy such information or de-identify that information provided that it is lawful and reasonable to do so.

5. Direct Marketing

The *Patient Information Sheet* completed by all clients of **Trevor Lane Podiatry** contains an option to 'opt out' from receiving any product offers.

6. Cross Border Disclosure

We do not disclose your personal information to overseas recipients.

7. Adoption use or Disclosure of Government Related Identifiers.

As per *Australian Privacy Principles*, identifiers such as Tax File Numbers, Medicare Numbers or Department of Veterans' Affairs numbers cannot be used by **Trevor Lane Podiatry** as their own identifier of a person, unless an exemption applies. Exemptions may include when the use or disclosure of the identifier is reasonably necessary for the practice or practitioner to fulfill their obligations to an agency or State or Territory authority – for example, if a client's Medicare number is used for Medicare billing purposes.

8. Quality of Personal Information (Including Correction/Updating of Personal Information)

Trevor Lane Podiatry will update the personal information of all clients in a timely manner. For clients returning to the practice after a lapse of more than 12 months, reception staff will confirm with client/guardian that existing personal information is accurate and update records as required.

9. Information Storage and Security

Trevor Lane Podiatry maintains client records electronically on a local stored database. All hardcopy information received by our clinic is converted to a digital file and attached to client individual records. Active hardcopy documents are stored from public view. Once hardcopy documentation is no longer required, it will be destroyed appropriately or de-identified properly. This is always subject to any other legal or professional requirements concerning the retention of that information. password controls are used to secure electronic information.

Electronic data is backed up daily on hard drive storage both on and off site. No unauthorised person has access to this information off site. Staff (podiatrists and administration staff) can only access records whilst working at the clinic. From time to time, computer administrators are authorised temporarily to provide maintenance support of the database system and may be granted access at this time to update the software. We will monitor and implement appropriate technical advances or management processes to safeguard personal information.

On occasion **Trevor Lane Podiatry** supports work experience and university placement students. When this occurs all students are required to sign a confidentiality agreement. Client's consent will always be sought prior to commencement of the consultation if students are present.

All staff employed by **Trevor Lane Podiatry** are familiar with the *Privacy Act* and are aware of their responsibilities relating to *Australian Privacy Principles*.

10. Access to Personal Information

The Privacy Act provides clients with the right to access their personal information. Upon receiving a written and signed request for access from the client/guardian, the treating practitioner will carefully review the client's record to consider whether any exceptions to access might apply to any part of the client's record. If access is denied, the practitioner will provide reasons to the client/guardian for the denial.

11. Questions or Complaints

You can contact us via phone on (07) 3207 4736 or via email at trevorlanepodiatry@bigpond.com.

If you have any questions about this Privacy Policy or the way that we manage your personal information, please advise us.