

Keeping your personal information private in our practice

Gold Coast Heart Centre is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from The Office of the Australian Information Commissioner at www.aaic.gov.au

Purpose

This pamphlet explains how personal information about you and your health is recorded and managed in our practice. We also have a written privacy policy describing how we manage personal information. You can receive a copy of our policy free of charge upon request or access it via our practice website.

Personal Information

The personal information we collect includes your name, date of birth, address/es, contact details, Medicare number, healthcare identifiers and health fund details. Medical information may include medical history and any care you may need. Specialists need information about your past and present health in order to provide you with high-quality care.

Our practice follows the guidelines of the Australian Privacy Principles, which requires that your personal and health information is kept private and secure.

Your Medical Records

This practice takes steps to ensure that your medical records:

- are accurate, complete, well-organised and legible
- are up-to-date
- contain enough information to allow another Specialist to care for you
- contain a summary of your care
- can be used to remind you, with your permission, to return for follow up, check-ups and reviews.

If you are uncertain why information is being requested, please ask your Cardiologist or the practice staff.

If you wish to remain anonymous while accessing healthcare services, please talk to the practice staff.

Providing your information to other Cardiologists within our practice

In this practice, it is typical for all Cardiologists who work at Gold Coast Heart Centre to have access to your medical records. If you have any concerns, please discuss them with your Cardiologist or practice staff.

It is important that other people involved in your care, such as medical specialists and other healthcare professionals, are informed of the relevant parts of your medical history, so they can provide the best care for you. Your Cardiologist will let you know when this is necessary.

Providing your information to others

Our practice respects your right to decide how your personal information is used or shared. For example, this may be sharing your health information with specialist doctors. Personal information that identifies you will only be sent to other people with your consent, unless there are exceptional circumstances. Gaining your consent is the guiding principle used by this practice in using and sharing your information.

Our practice will not share your personal health information with anyone else or another organisation unless:

- you have consented to this sharing, or
- they are legally obliged to disclose the information, in which case your Cardiologist will first discuss with you the information that she or he is legally obliged to disclose, or
- the information is necessary for you to obtain Medicare payments or other health insurance rebates, or
- there is an overriding public health and safety interest in the release of the information.

In the above cases, only information necessary to meet the requirements will be provided. Your health information will not ordinarily be sent overseas unless:

- you are informed and provide consent for this to occur, and
- the overseas country receiving the information has privacy laws that are very similar to the Australian Privacy Principles.

Using health information for quality improvement

This practice may use patient health information to assist in improving the quality of care we give to all our patients, by reviewing the treatments used in the practice.

Security of information in the practice

Australian privacy legislation applies to all personal health information recorded in electronic and paper records. All records must be kept secure to protect against unauthorised access. This practice complies with these requirements to protect your information.

Communication

All new patients to our practice are required to complete a Patient Information Form where consent is obtained to communicate with you for the purposes of managing your appointments.

Communication may be by:

- Telephone
- SMS
- Email communication

Our practice ensures your personal details have not changed at each visit by confirming your address, telephone, Medicare, Health Fund, Pension details on file are correct. A Patient Information Form is completed every three years.

Dr Kang-Teng Lim's patients are required to complete a new Patient Information Form yearly.

Our practice requires written consent from the patient to correspond with and/or send patient records via email.

A separate Email communication consent is detailed on the back of the Patient Information Form.

The consent outlines that there may be a risk (as with any other document) that it could be read by someone other than the intended recipient.

You may at any time withdraw your consent for the practice to correspond with and/or send patient records in writing.

Our practice uses Medical Objects, a secure encrypted messaging service for health care practitioners and allied health providers.

Next of Kin / Nominated Contact

You may provide our practice with a Next of Kin / Nominated Contact person. This can be recorded by you on the Patient Information Form.

If permission has been given the practice staff may speak with the Next of Kin or Nominated Contact if you are unable to be contacted.

You are entitled to withdraw or decide not to have a Next of Kin / Nominated Contact recorded on your file.

Changes to your Next of Kin / Nominated Contact are to be recorded and updated with a New Patient Information Form being completed.

Access to your health information

You may ask practice staff about any aspect of your healthcare, including information contained in your record. You can request access to your medical record and any other information the practice records about you.

Depending on what is involved, you may be asked to contribute to the cost of providing the information.

Direct marketing

This practice does not engage in direct marketing.

Resolving concerns regarding the privacy of your health information

If you have any concerns regarding the privacy of your personal health information or the accuracy of the information held by the practice, you should discuss these with practice staff. Inaccurate information can be corrected or your concerns noted in your record. For legal reasons, the original notes will be retained.

Contacts

If you have questions or a complaint about the privacy of your personal information, please ask to speak to the privacy contact officer at the practice.

Further information on privacy legislation is available from:

Office of the Australian Information Commissioner

1300 363 992

www.oaic.gov.au

Office of the Information Commissioner

Queensland – 07 3234 7373

www.oic.qld.gov.au

ACT Health Services Commissioner

02 6205 2222

Health and Disability Services Complaints Office

Western Australia – 1800 813 583

www.hadsco.wa.gov.au/home/index.cf

Information and Privacy Commission

New South Wales – 1800 472 679

www.ipc.nsw.gov.au/privacy/ipc_index.html

Office of the Health Services Commissioner

Victoria – 1300 582 113

www.health.vic.gov.au/hsc/index.htm

Office of the Information Commissioner

Northern Territory – 1800 005 610

<https://infocomm.nt.gov.au>

Ombudsman Tasmania

1800 001 170

www.ombudsman.tas.gov.au

Health and Community Services Complaints Commissioner (HCSCC)

South Australia – 08 8226 8666

www.hcscs.sa.gov.au