

# Casey Surgical Group: Privacy Policy

## Overview

Casey Surgical Group is committed to ensuring the privacy and confidentiality of your personal information.

What follows is important information we need to share with you, so we recommend taking the time to read through the details so you can understand our Privacy Policy.

Casey Surgical Group must comply with the National Privacy Principles (NPPs) and this policy is consistent with the Australian Privacy Principles of the Privacy Act 1988.

The purpose of this Privacy Policy is to communicate to you how Casey Surgical Group will handle your health information and metadata. It gives you information of the type of personal information that Casey Surgical Group may hold about you and the way the practice may deal with that information.

Casey Surgical Group's Privacy Policy covers

- ❖ Why and when we collect your information
- ❖ How and when we collect your personal information
- ❖ What we know about you
- ❖ How we may handle or disclose what we know
- ❖ How it is protected (security, access)
- ❖ How we maintain accuracy and manage changes

Because your information is so important to us, we will always be honest and transparent about how we handle it.

In order to provide you with the health care services that you have requested, we will need to collect and use your personal information. If you provide incomplete or inaccurate information to us or withhold personal health information from us we may not be able to provide you with the services you are seeking.

## Why Casey Surgical Group collects personal information

Casey Surgical Care collects personal information from you when it is necessary for us to provide the services you may need for the best possible medical outcome.

Often this may include collecting information about your health history, family history, your ethnic background or your current lifestyle to assist the healthcare team in diagnosing and treating your condition.

Other reasons why we may need to collect personal information are to:

- ❖ Understand you, and how we can meet your needs now and in the future.
- ❖ Develop or evaluate your current and future health.
- ❖ Comply with our legal obligations
- ❖ Claim payment from Medicare and insurers
- ❖ Comply with the information requirements of hospital and third party collaborators.
- ❖ Comply with our reporting and other obligations to third party collaborators or facilities (like assisting medical professionals, theatre staff, insurance or finance companies and post operative support teams)
- ❖ Send and receive correspondence and reports to and from our clinical desktop system to other healthcare providers through the use of conforming secure messaging software
- ❖ Support other healthcare providers in our practice to actively use secure messaging software to send and receive patient documentation, where feasible
- ❖ Assist in the ongoing development of care plans and therapeutic pathways

The type of information we collect may include:

- ❖ Personal information such as your name, address, date of birth, gender
- ❖ Occupation, interests, location, contact details, payment details, financial information
- ❖ Information about how and where you were referred.
- ❖ Health information including medical results, clinical and medical records
- ❖ Family medical history and their details
- ❖ Other medical service providers' commentary, diagnosis and test results

There are a few different ways we collect this information:

## What we collect straight from you

Casey Surgical Group collects most personal information directly from you. This could include:

- ❖ Information obtained from an online form, staff in the clinic or over the phone or during a consultation.

## **What information Casey Surgical Group collects from others**

Other people might give us personal information about you. This could include information obtained from:

- ❖ Your employer, parent or guardian if you are under 18
- ❖ Other companies authorised to disclose information to Casey Surgical Group if it is not practical to collect this from you, including personal information from trusted sources and professional service providers.

We will take reasonable steps to make sure you know we have your personal information, how we obtained it and how we will handle it.

## **Sensitive personal information**

When we talk about sensitive information, we mean details about your health and health history, race, ethnicity, politics, religious or philosophical beliefs, sexual preferences, health, genetics or criminal record.

## **Who Casey Surgical Group works with**

Casey Surgical Group may share your personal information within a wider group of professional service providers that may be employees, contractors, colleagues, co-workers, case managers, allied health professionals or other parties reasonably expected to be included in your treatment.

You may be referred for diagnostic tests such as pathology or radiology and our staff may consult with medical experts when determining your diagnosis or treatment. Our staff may also refer you to other health service providers for further treatment during and following your admission (for example, to a physiotherapist or outpatient or community health services).

The management of your condition by Casey Surgical Group may involve several stages and could involve other parties, such as anaesthetists or post-operative care providers. These may also require access to your personal information in order to provide their service to you.

In such circumstances, there are arrangements in place that limit the use or disclosure of your personal information beyond what is necessary for your ongoing treatment

## **Outstanding payments**

In some circumstances, we may need to refer or sell overdue debts to debt collectors or other companies. If we do this, we will give them secure access to the personal information they need to handle the debt.

We may also update credit reporting agencies in relation to some types of payment defaults, although we will always tell you before we do this.

## **Legal obligations and other privacy exceptions**

Casey Surgical Group will give access to personal information where we are permitted or obliged to do so by Australian law.

When required, we will use or disclose personal information to react to unlawful activity, serious misconduct, or to reduce or prevent a serious threat to life, health or safety.

When Casey Surgical Group receives an access request or warrant that is authorised under Australian law or in other situations where Casey Surgical Group is obliged to cooperate with law enforcement bodies, we may disclose personal information, including information about phone calls and treatment.

## **Other Disclosure**

We will only disclose personal information to others if you have given us permission, or if the disclosure relates to the main reason we collected the information.

## **Personal Communications**

Casey Surgical Group may use your personal information in communications using modalities such as mail, phone, email, text, and online via the Internet to send information that Casey Surgical Group feels is relevant to your ongoing treatment.

Appointment reminders may be via text or phone while some follow up reporting may be by postal letter.

## Security

Your data security is important. Casey Surgical Group is committed to protecting your personal information. Some of the security measures we use include:

- ❖ Firewalls and access logging tools that protect against unauthorised access to your data and our network.
- ❖ Secure work environments and workflow systems that prevent unauthorised access and copying of your personal information.
- ❖ Secure server and closed network environments.
- ❖ Encryption of data in transit.
- ❖ Virus scanning tools.
- ❖ Management of access privileges, to ensure that only those who really need it can see your personal information.

## Ongoing training and security reviews

These measures are robust, but security risks do change. Casey Surgical group will remain vigilant in our efforts to protect your personal information.

## How to access your personal information

If you ask us, we will usually give you access to the personal information we hold about you. We will always confirm your identity before giving access to your personal information.

There are circumstances under Australian privacy laws where we may not give you access to the personal information we hold about you. This is when the release of information will unreasonably affect someone else's privacy or if giving you access poses a serious threat to another's life, health or safety.

There is generally no cost for accessing the personal information we hold about you, unless the request is complex or resource intensive. If there is a charge, it will be reasonable and we will let you know what it is going to be so that you can agree to it before we go ahead.

## Quality of personal information

We aim to keep the personal information we hold about you accurate, up-to-date and complete. If you think our records need to be corrected, please call us.

We encourage you to update your details with us so we can deliver better service to you, and so the others we work with (such as emergency services) have access to the information they need to do their job.

## Getting in touch

Casey Surgical Group recognises that your personal information is important to you, so please let us know if you have any questions or concerns about this policy or our practices.

You can contact us by mail to the address on this website or on the telephone at the number listed. You can find out more about our complaint process and complaint handling policy by contacting the practice directly.

We will acknowledge receipt of your complaint, and try to investigate and respond to you within a reasonable time frame.

If you are unhappy with the outcome, you can lodge a complaint with the Health Care Complaints Commission (HCCC - <http://www.hccc.nsw.gov.au/>)

## Changes

Casey Surgical Group may amend this policy from time to time: this document was last amended in April 2017.