

## **DR. ROSS LITTLEWOOD & STAFF**

### **Privacy Policy - March 2018**

We aim to provide high quality ophthalmic care. In order to perform this task we will ask you for some personal information. This document describes our policy regarding management of confidential information.

#### **• Collection, Use & Disclosure of Patient Information:**

We will always attempt to collect information directly from the patient, but if clear communication in English is not practical we may obtain information via a third party. Whenever this becomes necessary we will attempt to obtain the patients consent before collecting the information.

If you do not feel comfortable about sharing information with any of the practice staff, or wish that it should either be given in private or not recorded, then your preference will be honoured. If your decision effects the care you receive this will of course be your responsibility.

We will use the information you provide primarily for the purpose of providing medical advice and treatment to you, but the information may also be used for:

- Operating accounting software
- Preparing claims for Medicare and health funds
- Preparing medical certificates, insurance claims, and prescriptions
- Requesting tests and investigations
- Sending letters to referring doctors or opticians
- Providing referrals to other practitioners
- Internal practice audits
- Meeting our medicolegal obligations
- Research, publications, and clinical meetings

If you do not wish your information to be used for any of the purposes listed above you can request this at the time of your visit. We will always seek your specific consent before using information (including images, test results, etc) that might allow you to be identified in publications or clinical meetings.

#### **• Your Access to Information:**

We will comply with any request for access to information we hold about you provided that:

- Adequate personal identification is provided
- The scope of the request is specified
- Information over which the doctor holds copyright is not copied or published
- The required fee is paid in advance
- The requested material does not include information which may adversely affect a third party
- The request is not frivolous or vexatious

Please note that such requests cannot be processed during a Medicare-funded consultation, and may take up to 10 working days.

If a patient requests that their health information be forwarded to another medical practitioner for the purpose of continuing care this will be provided at no charge provided it is in the form of a report or case summary.

#### • Data Security:

All electronic data is stored in password protected computers within password protected programmes with a unique login for each staff member. Paper records are stored in a locked room with restricted access and destroyed if not accessed for 8 years. To request a change to our electronic or paper records please supply a written request and some form of verifiable identification. All staff with access to this information are bound by a confidentiality agreement.

#### • Parents, guardians, and children:

In some cases, based on professional judgement and consistent with the law, some information may only be provided to parents or guardians with the consent of the person concerned.

If you are dissatisfied you can complain to the Privacy Commissioner at:

G.P.O. Box 5218  
Sydney, N.S.W. 1042  
Privacy Hotline: 1300 363 992  
Website: [www.privacy.gov.au](http://www.privacy.gov.au)

*Ross Littlewood & Staff*