



INFORMATION ABOUT YOUR PRIVACY

ATSICHS Brisbane is committed to ensuring the privacy and confidentiality of all personal information collected in the course of delivering health services, in accordance with the *Australian Privacy Principles 2012 and Information Privacy Act 2009*. This document describes how ATSICHS collects and manages your personal information. All ATSICHS Brisbane staff are bound by our Privacy Policy. You can ask for a copy of our complete Privacy Policy at any of our ATSICHS services.

What information is collected?

ATSICHS Brisbane collects the following personal and health information from you, so that we can provide the best care and services to meet your health needs:

- name, address, phone number, email, ethnicity, next of kin and family details
- your Medicare and Centrelink numbers including your social and living circumstances
- ethnicity, next of kin and family details
- current medical issues and past medical history

How do we collect information?

We always try to collect information directly from you, the client, in a respectful and non-intrusive manner. We collect information through:

- forms you fill out, agreements you sign, and direct mail, email and phone calls with you
- information provided by you to staff during a consultation or when receiving a service
- letters from specialists that you have seen who are reporting back to our doctors

Why do we collect information?

ATSICHS collects and uses personal and health information for the primary purpose of providing health services and investigating health conditions to:

- make appointments and send reminders
- keep your client record up-to-date
- disclose health information to health professionals in a medical emergency
- communicate with a person's nominated representatives or family members where needed
- to model or forecast service delivery using non-identifiable information
- improve our services through quality improvement activities, audits, surveys and program evaluations

Our staff can provide information to patients about why we are collecting information, any laws that require information to be collected, the types of organisations to whom we would usually disclose the information and the consequences of not providing information.

Use and disclosure of information

Staff will not use or disclose your information for any purpose without your consent that is not related to your care and treatment, or that is non-compliant with the *Australian Privacy Principles 2012 or the Information Privacy Act 2009*. A few circumstances where it may be required are to:

- disclosure to other organisations to make appointments, arrange co-payments, or to regulatory authorities (e.g. Medicare)
- disclosure permitted under the privacy laws, for example legislative requirements such as cancer registration, vaccination registers and infectious disease notification



- lawful requests for a subpoena or a court order for records

How do we store your information?

All information collected is stored in a private and secure manner, in accordance with the *Australian Privacy Principles 2012 and Information Privacy Act 2009*. For further information please ask for a complete copy of our Privacy Policy at any of our ATSICHS services.

How to access your own health records or transfer your records?

You can access your own health information by making a signed request in writing. We then make an appointment for you to see your usual ATSICHS doctor who will find out what records you require and provide them to you. This same process can be used for requesting a change to your information. Please be aware that if you are given copy of your records, we can no longer be responsible for the privacy of that particular copy of your record.

To transfer your records to another practice we require your signed consent. The GP will then approve the request and the records will be sent in a secure manner.

Have a query or concern about your information?

We ask that if you have a query or concern first speak to the Service Manager so that we have the opportunity to address or rectify them immediately. Following this you can email our Director of Clinical Services at admin@atsichsbrisbane.org.au or call us on 07 3240 8900.

You may also choose to contact the relevant entity to make a complaint externally;

Office Health Ombudsman

Online www.oho.qld.gov.au

complaints@oho.qld.gov.au write PO Box 13281, George Street Brisbane, Qld

Aged Care Quality & Safety Commission

Online: www.agedcarequality.gov.au

Phone: 1800 951 822 Write: Aged Care Quality and Safety Commission, GPO Box 9819, Brisbane

Complaints Unit at The Department of Child Safety, Youth and Women by email feedback@csyw.qld.gov.au, or by phone 1800 080 464, or by post at Locked Bag 3405, Brisbane Qld 4001

Legislative References

- *Federal Privacy Act 1988*
- *Information Privacy Act 2009*
- *Australian Privacy Principles (APPs) as per Privacy Amendment Act 2012, forming part of the Privacy Act 1988*
- *APP 12 Access to information 2014*
- *RACGP 4th edition standards 4.2.1 and 3.1.4*
- *RACGP 5th edition standards 6.1 and 6.3*