

PRIVACY POLICY

1. POLICY

The management of Florey Physiotherapy Clinic is committed to protecting the privacy of our clients within our clinic.

Information collected is kept strictly confidential and used only for the medical and health care of our clients.

2. PURPOSE

To ensure clients who receive care from the clinic are comfortable in entrusting their health information to this clinic, this policy provides information to clients as to how their personal information is collected and used within this clinic and the circumstances in which we may disclose it to third parties.

3. SCOPE

This policy applies to all employees and clients of Florey Physiotherapy Clinic.

4. CLINIC PROCEDURE

Florey Physiotherapy Clinic will:

- a. Provide a copy of this policy on request
- b. Ensure staff comply with the policy and deal appropriately with inquiries or concerns
- c. Collect personal information for the primary purpose of managing a client's healthcare and for financial claims and payments.

Staff will take reasonable steps to ensure clients understand:

- a. What information has been and is being collected
- b. Why the information is being collected and whether this is due to a legal requirement
- c. How the information will be used or disclosed
- d. Why and when their consent is necessary
- e. The Clinic's procedures for access and correction of information, and responding to complaints of information breaches, including by providing this policy.

Patient Consent

The Clinic will only interpret and apply a client's consent for the primary purpose for which it was provided. The Clinic staff will seek additional consent from the client if the personal information collected is to be used for any other purpose.

5. COLLECTION, USE AND DISCLOSURE

Florey Physiotherapy Clinic recognises that the information we collect is of a sensitive nature and, as an organisation, we have adopted the privacy compliance standards relevant to ensure personal information is protected.

We are required to comply with Commonwealth, State and Territory privacy laws. Under these privacy laws, we are required to comply with the:

- a. Privacy Act 1988 - more information about the Act can be found on the Australian Information Commissioner's website www.oaic.gov.au
- b. Information Privacy Act 2014 – more information can be found on the Australian Capital Territory Government's website www.legislation.act.gov.au

Florey Physiotherapy Clinic staff collect client's personal and demographic information via registration when clients present to the clinic for the first time. Details can be reviewed, and updated where necessary, in subsequent visits.

During the course of providing physiotherapy services, Florey Physiotherapy Clinic's healthcare practitioners will consequently collect further information.

Personal information may also be collected from the client's guardian or responsible person (where practical and necessary) or from other healthcare specialists.

Personal information is shared between the medical practitioners of Florey Physiotherapy Clinic for administrative purposes and to ensure quality and continuity of care for a client's health.

Personal information collected by Florey Physiotherapy Clinic may be used or disclosed in the following instances:

- c. With other health practitioners to ensure quality and continuity of care for a client's health, for example referral to or reporting back to a medical specialist
- d. With third parties when physiotherapy services are provided under workers compensation and/or insurance claims. These third parties are required to comply with Australian privacy laws
- e. For medical defence and/or dispute resolution purposes.

Florey Physiotherapy Clinic will not disclose personal information to any third party other than in the course of providing medical services, without full disclosure to the client, the reason for the information transfer and full consent from the patient.

All due care will be taken to ensure the protection of client privacy during the transfer, storage and use of personal health information.

Florey Physiotherapy Clinic stores your information, at our premises, in electronic systems under our control and with contracted data storage providers. We take appropriate steps to protect the security of the information we hold about you, including protection against unauthorised access, virus or electronic intrusions, fire, theft or loss. We require our contracted providers to do the same.

Retention of client's medical records is for a minimum of 7 years from the date of the last entry into the client's record unless the client is a child in which case the record may be retained until the client attains the age of 25 years of age.

6. ACCESS TO CLIENT INFORMATION

A client has the right to request access to their own personal information including obtaining a copy or part of their whole record in accordance with the Federal Privacy Act from 20 December 2001 onwards. Requests must be made in writing and an acknowledgment letter will be sent to the client within 14 days confirming the request and detailing whether the request can be complied with and an indication of any costs associated with providing the information. Time spent and photocopying/printing costs when processing a request can be passed onto the requesting client. Information can be expected to be provided within 30 days after the receipt of payment.

Whilst the client is not required to give a reason for obtaining the information, a client may be asked to clarify the scope of the request, noting:

- a. The material over which a Doctor has copyright might be subject to conditions that prevent or restrict further copying or publication without the Doctor's permission

7. PARENTS/GUARDIANS AND CHILDREN

To protect the rights of a child's privacy, access to a child's medical information may at times be restricted for parents and guardians. Release of information may be referred back to the treating Doctor where their professional judgement and the law will be applied.

8. COMPLAINTS

The management of Florey Physiotherapy Clinic understands the importance of confidentiality and discretion with the way we manage and maintain personal information or our clients. The Clinic takes complaints and concerns about the privacy of client's personal information seriously. Clients should express any privacy concerns in writing. The Clinic will then attempt to resolve it in accordance with its complaints process.

All employees of Florey Physiotherapy Clinic are required to observe the obligations of confidentiality in the course of their employment and are required to sign employment contracts which includes confidentiality clauses.

In the instance where you are dissatisfied with the level of service provided within the Clinic we encourage you to discuss any concerns relating to the privacy of your information with the Clinic Manager.

9. If the complaint has not been resolved to your level of satisfaction all complaints should be directed to:

The Federal Privacy Commissioner
Level 8 Piccadilly Tower
133 Castlereagh St
Sydney NSW 2000

10. **SUPPORTING DOCUMENTATION**

National Privacy Principles
Freedom of Information Act 2001

Approved: September 2020