

Australian Privacy Principles

Principle 1 – Open and Transparent management of personal information

- Dextra Surgical has made this policy and other material available to patients to inform them on the management of their personal information.
- It is necessary for us to collect personal information from patients and sometimes others associated with their health care in order to attend to their health needs and for associated administrative purposes.
- Data may be collected for professional accreditation, quality assessments and clinical auditing. This data will always be de-identified and for statistical reasons only.

Principle 2 – Anonymity and pseudonymity

A patient has a right to be dealt with anonymously, provided this is lawful and practicable. However, in the medical context this is not likely to be practicable or possible for Medicare and insurance rebate purposes. It could also be adverse to the patient's health.

Principle 3 – Collection of solicited personal information

Health information is "sensitive information" for the purposes of privacy legislation. This means that patients' consent will be sought to collect health information that is necessary to make an accurate medical diagnosis, prescribe appropriate treatment and to be proactive in patient health care.

Principle 4 – Dealing with unsolicited personal information

If personal information is received which is not relevant to the health care of a patient this information must be assessed in the first instance to ensure it doesn't come under Principle 3. If not, the personal information must be de-identified and destroyed.

Principle 5 – Notification of the collection of personal information

It is necessary for us to collect personal information from patients and sometimes others associated with their health care in order to attend to their health needs and for associated administrative purposes.

Dextra Surgical requires you to provide personal information as part of your admission process. This personal information normally includes details such as name, date of birth, gender, marital status, and nationality. Patients will also be asked to provide contact details which include a billing address and telephone number.

Further information may include details about your health fund, or other insurer such as Workers Compensation or Third Party details and details about your medical condition, including the medication you normally take, your medical history, known allergies, and any significant disabilities.

There are some necessary purposes of collection for which information will be used beyond providing health care, such as professional accreditation, quality assessments and clinical auditing all of which are de-identified data.

Principle 6 - use or disclosure of personal information

A patient's personal health information is used or disclosed for purposes directly related to their health care and in ways that are consistent with a patient's expectations.

In the interests of the highest quality and continuity of health care this may include sharing information with other health care providers who comprise a patient's medical team from time to time. This will only be done with the patients consent.

There are circumstances when information has to be disclosed without patient consent, such as:

- Emergency situations.
- By law, doctors and hospitals are sometimes required to disclose information for public interest reasons, e.g. mandatory reporting of some communicable diseases.
- It may be necessary to disclose information about a patient to fulfil a professional indemnity insurance obligation.
- Provision of information to private health funds, Medicare and other third party payers if relevant, for billing and medical rebate purposes.

Principle 7 – Direct marketing

Dextra Surgical will never release personal information about any individual for the purpose of direct marketing

Principle 8 – Cross border disclosure of personal information

An individual's privacy is protected Australia-wide by privacy laws. We will take steps to protect patient privacy if information is to be sent interstate or outside Australia. The use of secure encrypted mediums shall be used at all times.

Principle 9 – Use of government related identifiers

These are the numbers, letters or symbols that are used to identify patients with or without the use of a name (e.g. Medicare numbers). We will limit the use of identifiers assigned to patients by Commonwealth Government agencies to those uses necessary to fulfil our obligations to those agencies.

Principle 10 – Quality of personal information

All patient information held by Dextra Surgical relevant to the functions of providing health care will be maintained in a form that is accurate, complete and current.

Principle 11 – Security of personal information

The storage, use and, where necessary, transfer of personal health information will be undertaken in a secure manner that protects patient privacy. It is necessary for day surgeries and medical practices to keep patient information after a patient's last attendance for as long as is required by law or is prudent having regard to administrative requirements.

Principle 12 – Access to personal information

Patients may request access to their personal health information held by Dextra Surgical.

There are some circumstances in which access is restricted, and in these cases reasons for denying access will be explained.

A charge may be payable where we incur costs in providing access.

We acknowledge the right of children to privacy of their health information. Based on the professional judgment of our staff and consistent with the law, it may at times be necessary to restrict access to personal health information by parents or guardians.

Upon request a patient's health information will be made available to another health service provider after the patient's permission is received.

Principle 13 – Correction of personal information

Where necessary, patients will be given the opportunity to amend any personal information held that is incorrect.

Mandatory Data Breach Notification Scheme

"In light of the increasing risk of security breaches associated with technological advances, the federal Government introduced the Privacy Amendment, Notifiable Data Breaches, February 2017." All private health service providers are affected by this amendment.

Dextra Surgical ensures the security of our data by maintaining an up to date operating system and software.