

AccessAbility Occupational Therapy Privacy Policy

The AccessAbility privacy policy explains the how, what, when and why of the Personal and Sensitive Information (which includes Health Information), we collect, hold, use and disclose when you interact with our service. We take your privacy seriously and are committed to treating your Personal Information in accordance with the Privacy Act 1988 (Cth) (the Act) and other relevant State and Territory laws that govern the use of Personal Information.

Why does AccessAbility collect information?

- AccessAbility collects Personal Information to provide you with the most suitable service possible. We only collect Personal Information necessary for our functions and activities.
- To provide you with the health care service that you have requested, AccessAbility will need to collect and use your personal information. If you provide incomplete or inaccurate information to us or withhold personal and health information from us, we may not be able to provide you with the services you are seeking.

What kind of information does AccessAbility collect?

- We will only collect the information we need for the particular function or activity we are carrying out
- We collect information from you that is necessary to provide you with Occupational Therapy services and to manage our relationship with you. The information we collect includes your name, date of birth, address, health fund details and information about your health history and family history. We require this information to assist the Occupational Therapist diagnose and treat you.

How does AccessAbility collect health information?

- We will usually only collect your health information directly from you. Sometimes, we may need to collect information about you from a third party (such as a relative or another health service provider)

How does AccessAbility use your information?

- AccessAbility uses your personal information for the purpose you have given the information to us. We will use your information to provide Occupational Therapy services to you, to manage our relationship with you and to contact you in relation to matters concerning your care. We may also use your information for other purposes permitted under the Privacy Act 1988.
- AccessAbility may need to disclose your information to the following people:
 - Disclosure to other health professionals involved in your treatment
Your personal information will generally only be used by the Occupational Therapist involved in your care, however on occasion your care may be provided by several health professionals (for example; physiotherapist, speech pathologist or psychologist) working or consulting together. We may disclose your information to health professionals involved in your care or other health professionals as part of providing your care.
 - The referrer
AccessAbility will usually send a discharge summary to the referrer (often your General Practitioner) following discharge from AccessAbility or at other times, as required for your care. If you do not wish for us to provide a copy of your discharge summary to the referrer you must let us know. You must also let us know if the referrer's details have changed to ensure we are sending the information to the correct person.
 - Relatives, guardian, close friends or legal representative.
We may provide information about your condition to your parent, child or other relatives, close personal friends, guardians, or to a responsible person for you unless you tell us that you do not wish us to disclose your health information to any such person.

- Transitioning between providers
Following your request and documented consent to transition to a different provider. AccessAbility will provide information to your new provider regarding your Occupational Therapy goals and intervention.
- Other uses and disclosures
To provide the best possible environment to provide treatment to you, we may also use or disclose your personal and health information where necessary for:
 - Activities such as quality assurance processes, accreditation, audits, risk and claims management, patient satisfaction surveys and staff education and training.
 - Invoicing, billing and account management
 - To liaise with your health fund, Medicare or to the NDIA and/or Department of Veterans' Affairs and where required provide information to your health fund, Medicare, NDIA and/or Department of Veteran's Affairs to verify treatment provided to you;
 - The purpose of sending you standard reminders, for example for appointments and follow-up care, by text message or email to the number or address which you have provided to us
- Other uses with your consent
 - With your consent, we may also use your information for other purposes such as including you on a marketing email list, or research. Please note, however, that unless you provide us with your consent for this purpose, we will not use your information in this way. We will not disclose your personal information to any individual who is outside Australia. This includes discharge summaries and reports.

How AccessAbility stores your Personal Information

- Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure
- When your Personal Information is no longer needed for the purpose for which it was obtained we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of your Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Maintaining the Quality of your Personal Information

- It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.