

INTRODUCTION

This privacy policy is to provide information to you, our patient on how your personal information (which includes your health information) is collected and used within our clinics, and the circumstances in which we may share it with third parties.

CONSENT

When you register as a patient of our clinics, you provide consent for our GP's and clinic staff to access and use your personal information, so they can provide you with the best possible health care.

DEALING WITH US ANONYMOUSLY

You have the right to deal with anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

STORING YOUR INFORMATION

Our CWAATSICH clinics store information as papers records, electronic records, visual records (X-Rays, CT scans, videos and photos)

Our Clinics store all personal information securely in the electronic format. These are stored in protected information systems or in hard copy formats in a secured environment.

CHARLEVILLE

HEAD OFFICE

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ROMA

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QUILPIE

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MITCHELL

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Mitchell QLD 4465
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CWAATSICH

Charleville and Western Areas Aboriginal and Torres Strait Islander
Community Health Limited

Email: reception@cwaatsich.org.au

www.CWAATSICH.org.au



CWAATSICH

Charleville and Western Areas Aboriginal and Torres Strait Islander
Community Health Limited

PRIVACY POLICY

(Dec 2022)



What information do we collect?

The information we will collect about you includes your:

- ◆ Generic Information
 - Names
 - Date of Birth
 - Address
 - Contact information
- ◆ Medical information
 - Medical History
 - Medications
 - Allergies
 - Adverse Events
 - Immunisations
 - Social & Family History
 - Risk Factors
- ◆ Medicare Number
 - Healthcare identifiers
 - Health fund details

Why do we collect, use, hold and share your personal information?

Our clinics will need to collect your personal information to provide healthcare services to you.

Our main purpose for collection, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payment, clinic audits and accreditation, and business processes.

Collection of information

Our clinics may collect your personal information in several ways.

- ◆ New patient registrations
 - ◆ While providing medical services
 - ◆ When you visit our website or social media or email, SMS or telephone us
- In some circumstances information may be collected from other sources.
- Often this is because it is not practical or reasonable to collect it from you directly. This may include information from
- ◆ Your guardian or responsible person
 - ◆ Other involved health care providers
 - Specialists
 - Allied Health professionals
 - Hospitals
 - Community Health Services
 - Pathology
 - Diagnostic Imaging Services
 - ◆ Your health fund, Medicare or the Department of Veterans' Affairs

Sharing of information

We sometimes share your Personal Information

- ◆ With third parties who work with CWAATSICH for business purposes, such as accreditation services or IT providers. These third parties are required to comply with APP's and this policy.
- ◆ Other health care providers
- ◆ When it is required by law (Court subpoena)
- ◆ When necessary to lessen or prevent serious threat to a patient or public life, health or safety
- ◆ To assist in locating a missing person
- ◆ To establish, exercise or defend an equitable claim
- ◆ For the purpose of confidential dispute resolution
- ◆ Where there is a statutory requirement

Accessing your information

You have the right to request access to, and correction of, your personal information.

CWAATSICH clinics acknowledge patient's may request access to their medical records. We require you to put this request in writing to the Practice Operations Manager and our clinic will respond within 30 days.

Our clinics will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time we will ask you to verify that the information held by the clinic is correct and current. You may also request that we correct or update your information, you should make such requests in writing to the Practice Operations Manager.

Complaints

We take complaints and concerns regarding privacy seriously. You should express any concerns you have in writing. We will then attempt to resolve it in accordance with our resolution procedure. Complaints can be lodged at the CWAATSICH office and will an acknowledgment response within 7 days. You may also contact OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au or call 1300 363 992

Policy Review

This policy is reviewed annually and updated information will be added to the website. This is available in every patient waiting room. A full copy of the Privacy Policy is available upon request.



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