

VT Mental Health Privacy and Cancellation Policy

Your privacy is very important to VT Mental Health. This policy provides information on how your personal and clinical details are managed and is followed by VT Mental Health's Cancellation policy details.

Please note that services accessed through Remote Territory Healthcare, Berry Springs fall under the Privacy and Documentation Policies of the practice.

Collecting Information

When you register as a client at this practice, some personal and clinical details about you are collected to provide the best possible health service to you. The details are only available to the owner of this practice – Verena Tinning (VT Mental Health for the purpose of this policy).

When you register as a client at Remote Territory Health Care (RTHC) these details are managed by the practice.

Collecting some of the details are necessary for business related activities such as Medicare claims or other communications that you consent to. De-identified statistical information may be used to conduct business or financial audits.

The type of personal information collected includes

- Names, of Birth, Addresses, Phone number and Email Address.
- Clinical information such as Medical, Social, Treatment and other relevant History, about other Involved Healthcare Providers and Risk Assessment Details.
- To enable Medicare Rebates, we require your Medicare number.
- With your consent flexible payment options that are stored securely and in the health record. Only the last 4 numbers of your card are visible to VT Mental Health, for verification purposes.

Personal Information may be collected when you contact VT Mental Health or RTHC by phone, text or email.

Personal medical information may be collected during your involvement with VT Mental and RTHC, for example test results.

In some cases when you make an appointment, an Intake Form will be emailed to you directly from the electronic health record database. When you email it back, the information is updated automatically in your client profile. This will save time at the time of your consultation and the focus can be on your health needs.

Requests to engage with VT Mental Health anonymously require prior discussion with Verena Tinning. In most cases, a suitable solution can be found.

Information Sharing

At VT Mental Health, only Verena Tinning can access your information. Other than in the context of providing health services, or as otherwise described below, your personal information will not be shared with any third party without your consent.

At RTHC, information sharing is managed by the practice.

Your personal information may be shared as follows:

- With third parties who work with VT Mental Health for business purposes, such as information technology providers or accreditation agencies – these third parties are required to comply with Australian Privacy Principles (APPs).
- With other healthcare providers and assistants, such as qualified healthcare interpreters if required.
- When it is required or authorised by law (e.g. court orders, mandatory reporting where Domestic Violence, Child Abuse or Risk related to Firearms are disclosed).
- When it is necessary to lessen or prevent a serious threat to a client's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent in this context.
- Only as necessary, to defend, establish, exercise an equitable claim.
- For the purpose of a confidential dispute resolution process.
- When there is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification).
- During the course of providing health services and through electronic business processes such as, but not limited to, electronic prescription services, electronic referral systems and electronic claiming services.

Information Storage

Electronic records and data are stored in specialist cloud-based, healthcare practice management software and on VT Mental Health's password protected computer. Cloud-based storage may be overseas in the UK or USA, in which case it will be held in a certified data centre.

Your information is kept securely after your last consultation with VT Mental Health for a required period of time.

As a RTHC client, your information storage is managed by the practice.

Accessing your Information

You have a right and may request to access your information.

To access your information, please make your request in writing to VT Mental Health or directly to RTHC if a client of the practice.

VT Mental Health will try to action your request within a reasonable time but may take up to 4 weeks.

You may ask for corrections in your health record if it is not accurate or up to date in the same way as you request access to your information.

You are encouraged to inform VT Mental Health in writing or verbally of any updates of your contact, billing or Medicare details.

Cancelling Your Appointment and Non-Attendance Fees

- Please cancel or contact to reschedule your appointment as soon as able. At the latest by Friday the week prior so that clients who are on the waiting list may be offered your time slot.
- Patients not attending or cancelling their appointment after Friday of the preceding week will be charged a non-attendance fee.
- The non-attendance fee for an appointment is currently \$50.
- Please note no subsequent appointments will be booked until the non-attendance fee is settled.
- Any subsequent appointments will need to be pre-paid. This payment will be forfeited if you cancel within 48 hours or do not attend.