

Nicholas Brook Urology Privacy Policy

Australian Privacy Principles (APP) Policy – *Privacy Amendment (Enhancing Privacy Protection) Act 2012*

PART A – PURPOSE

- 1.0 Nicholas Brook Urology is committed to ensuring the privacy and confidentiality of all personal information associated with Nicholas Brook Urology's business undertakings.
- 1.1 Nicholas Brook Urology follows the terms and conditions of privacy and confidentiality in accordance to the Australian Privacy Principles (APPs) as per Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988.
- 1.2 The purpose of this Privacy Policy is to clearly communicate how Nicholas Brook Urology collects and manages personal information.

PART B – AUSTRALIAN PRIVACY PRINCIPLES

- 2.0 As a private sector healthcare provider Nicholas Brook Urology is required to comply with the APPs as prescribed under the Act.
- 2.1 The APPs regulate how Nicholas Brook Urology may collect, hold, use and disclose personal information.
- 2.2 The APPs regulate how an individual may access their own personal information, correct their own personal information and address a breach of the APPs.
- 2.3 Information given to Nicholas Brook Urology is collected and retained in our records correctly and is up-to-date. It is the patient's responsibility to ensure information is conveyed in an accurate manner.

PART C – PERSONAL INFORMATION

- 3.0 Nicholas Brook Urology collects personal information on each individual patient to provide adequate health care services.
- 3.1 Personal information may include: patient's name, address, telephone numbers, email addresses, past and current medical history including family, medical, drug, alcohol and smoking history, medications or treatments used by the patient (past and current), Medicare and health fund details, the name of any health service provider or other medical specialist to whom the patient is referred or has been referred in the past with copies of any letters of referrals and copies of any reports.

3.2 Nicholas Brook Urology conveys the responsibility to each individual patient when providing personal information such as medical history, addresses, and contact details. We will take such steps as necessary to ensure that personal information is accurate, up to date, complete and relevant. The entity will use addresses, phone numbers and email addresses to contact the patient. The practice will identify themselves to other individuals who may answer the telephone, but will not divulge medical details. Please do not provide contact details that you do not want the practice to use.

PART D – COLLECTION AND RETENTION OF PERSONAL INFORMATION

4.0 This information will in most circumstances be collected directly from the individual patient via written information, treatment form and face-to-face consultation.

4.1 In other circumstances, Nicholas Brook Urology may need to collect personal information about an individual patient from a third party source. This is obtained with written or verbal consent from the patient and may include:

- a) Relatives of the patient.
- b) General Practitioner – provided on the patient’s behalf with the patient’s consent.
- c) Health service provider who refers the patient to Nicholas Brook Urology or from health service providers to whom patients are referred. This includes pathology and radiology services.

4.2 Nicholas Brook Urology stores and retains patient records electronically and/or in hard copy form. All electronically stored files are password-protected on several levels, and regular secure backups of data are performed. We will take such steps as are reasonable in the circumstances to protect information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

PART E – PURPOSE, USE AND DISCLOSURE OF PERSONAL INFORMATION

5.0 Patient information collected by Nicholas Brook Urology may be used or disclosed:

- a) For the purpose advised to the patient at the time of collection of the information (for example to make a referral to radiology or pathology company, another doctor or health service provider).
- b) As required for delivery of the health service to the patient.
- c) As required for the ordinary operation of our services (for example to refer the patient to a medical specialist or other health service provider).
- d) As required under compulsion of law, or where there is a serious and imminent threat to an individual’s life, health, or safety, or a serious threat to public health or public safety.
- e) With government offices regarding Medicare entitlements and payments, and with the patient’s health fund.
- f) As may be required by Nicholas Brook Urology’s insurers and indemnifiers.

I OTHER THIRD PARTIES

Nicholas Brook Urology may provide your personal information regarding treatment or condition to additional third parties. This will only occur with written or verbal consent from the patient. These third parties may include:

- a) Parents
- b) Children
- c) Other relatives
- d) Close personal friends
- e) Guardians

Additionally, the patient may at any time request that no third parties are to access or be informed about his/her personal information or circumstances. Information will only be disclosed to overseas recipients with your consent if this relates to your medical treatment or health. In rare circumstances it may be disclosed without your direct consent in an emergency. An example of this is if you are taken ill when overseas and a medical practitioner in another country, who is attending you, requests information from the practice, and this information is necessary to provide you with safe emergency health care. In this rare event, we will make appropriate and reasonable attempts to seek your consent. We will apply the principle that we will disclose information in such a circumstance if we believe you would reasonably expect us to do so for the purpose of your health and wellbeing. We will take reasonable steps to ensure that the overseas recipient does not breach the APPs.

II OTHER USES OF PERSONAL INFORMATION

These include:

- a) Invoicing, billing and account management.
- b) Activities such as quality assurance, patient satisfaction surveys, and staff education and training.
- c) Liaising with the patient's health fund, Medicare or the Department of Veteran's Affairs as necessary.
- d) For the purpose of complying with any applicable laws i.e. in response to a subpoena or compulsory reporting to State or Federal authorities.
- e) To enable patients to be attended to by other medical practitioners, patient information may be shared between medical practitioners and other health providers at the practice location, or elsewhere, if and when the principal practitioner (your main health care provider) is absent due to sickness or leave. This is to enable urgent or emergency care if you need it.

PART F - DIRECT MARKETING

- 6.0 In compliance with the APPs principles, Nicholas Brook Urology does not disclose personal information for the purpose of direct marketing.
- 6.1 We will only contact you if we believe you would reasonably expect the use of your personal contact information for that purpose. Individual patients may request not to receive direct marketing communications by informing the practice staff. Examples of direct communication that we undertake that is not immediately to your care include sending of Christmas cards by post, and email newsletters containing information and education articles about Urology.

PART G – INTEGRITY OF PERSONAL INFORMATION

- 7.0 Other than as described in this policy or permitted under privacy principles, Nicholas Brook Urology uses all reasonable methods to ensure your identifying health information is not disclosed to any person unnecessarily or irresponsibly. Extra precautions are taken to ensure the security of that information, and to ensure it is protected from misuse, interference, loss, unauthorised access, modification or disclosure.
- 7.1 Nicholas Brook Urology requires its employees to observe confidentiality in the course of their employment. All staff with access to your information have signed a confidentiality agreement. A copy of this confidentiality agreement is available on request (an administrative charge will apply). All staff have password access to your records. At termination of employment, they do not have access to the computer system, and passwords are changed.

PART H – ACCESS AND CHANGES TO PERSONAL INFORMATION

- 8.0 You may have access to your medical record held by Nicholas Brook Urology, except in rare circumstances where access may be denied under the Privacy Act or other laws.
- 8.1 You can gain access to the information that is held about you by applying to the practice in writing. You may also seek to correct any information that is held about you that you believe is incorrect by applying to the practice in writing. An administrative charge may apply to such a request.
- 8.2 Nicholas Brook Urology is committed to ensuring your information is accurate. If you have cause to think that the personal information the practice holds about you is not correct, please inform the staff when you visit, or by telephone or email. As mentioned above, please note that it is your responsibility to ensure that you convey all information in an accurate manner, and that if there are any changes to this information, you convey this to the practice in a timely manner.

8.3 Patients have the right to attend a medical practitioner of their choice and are free to leave a practice and attend another if they wish. There is a professional obligation for a medical practitioner to provide a new treating medical practitioner with all of the information that they need to take over a patient's care. This is usually done by the patient requesting information to be sent to either their General Practitioner and/or to another specialist. For medico-legal reasons, Nicholas Brook Urology will retain the original record and provide the new medical practitioner with a summary or a copy.

Nicholas Brook Urology may incur administrative costs including for providing a summary, or copying records, which may be recovered from the patient. This usually only applies to complex and long medical records.

PART I – REVIEW OF THE PRIVACY POLICY

9.0 Nicholas Brook Urology has the right to change the Privacy Policy at any time.

PART J – ACCESS TO THE PRIVACY POLICY

10 Nicholas Brook Urology provides free copies of the Privacy Policy for patients and staff. This can be found at www.nickbrookurology.com, or provided in printed form from the physical location of the practice. The practice will take such steps as are reasonable in the circumstances to give the person a copy in whichever form is requested.

If you need further information about this privacy policy, please contact Nicholas Brook Urology by telephone, email or in person.