



Dermatology on Ward Privacy Policy

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 practice, and the circumstances in which we may share it with third parties.

Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for our Dermatologists and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

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

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, 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 payments and business processes (eg: staff training). We may email you if we need to change your appointment & you're not contactable via phone. If you agree we can invoice via email on any held accounts. If you email via the website we monitor anything sent Mon-Fri 8-5:30 excluding public holidays. If you have any preferences to not receive emails we can note this on your record.

What personal information do we collect?

The information we will collect about you includes:

- Names, date of birth, addresses, contact details, and email accounts
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- Healthcare identifiers
- Health fund details.

Dealing with us anonymously

You have the right to deal with us 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.

How do we collect your personal information?

Our practice will collect your personal information:

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. We may also collect your personal information when you visit our website, send us an email or telephone us.
3. In some circumstances personal information may also 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 healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
 - Private health fund, Medicare, or the Department of Veteran's Affairs (as necessary).

Who do we share your personal information with?

We sometimes share your personal information:

- With third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with APPs and this policy
- With other healthcare providers
- When it is required or authorised by law (eg: court subpoenas)
- When it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- To assist in locating a missing person
- To establish, exercise or defend an equitable claim
- For the purpose of confidential dispute resolution process
- When there is a statutory requirement to share certain personal information (eg: some diseases require mandatory notification)

Only people that need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt-out of direct marketing at any time by notifying our practice in writing.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. Primarily as paper records but also as electronic records & as audio recordings. On some occasions visual records may be kept (X-rays, CT scans, videos, and photos) but it is preferred these are taken with you when no longer required.

Our practice stores all personal information securely. Records in electronic format, in protected information systems or in hard copy format are always in a secured environment. With back up measures in place to ensure there are always disaster recovery of vital information. IT requires the use of passwords & are monitored by a reputable IT service provider. Confidentiality agreements for staff & annual privacy training to ensure we comply with the most current regulations.

How can you access and correct your personal information at our practice?

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

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing and our practice will respond within 30 days.

If the request is for insurance or legal purposes it is required in writing from that professional including a signed copy of your consent. Fees may be required & must be agreed by both parties before commencement.

Our practice 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 your personal information held by our practice is correct and up to date. You may also request that we correct or update your information, and you should make such requests in writing to Practice Manager Suite 1a,480 North East Road Windsor Gardens 5087.

How can you lodge a privacy related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing to Practice Manager Suite 1a,480 North East Road Windsor Gardens 5087. Phone 83607888. We will then attempt to resolve it in accordance with our resolution procedure within 30 days.

You may also contact the Office of the Australian Information Commissioner (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 the OAIC on 1300 336 002.

Privacy and Dermatology on Ward's website

Personal information collected through Dermatology on Wards website is bound by the provisions of the Privacy Act 1988 including the [Australian Privacy Principles - external site](#)

To improve your experience on our site, we may use 'cookies'. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser, however, please note that if you do this you may not be able to use the full functionality of this website.

Our website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of such other sites. When you go to other websites from here, we advise you to be aware and read their privacy policy.

This online service is hosted in secure accredited facilities.

Policy review statement

Dermatology on Ward reviews & updates the Privacy Policy annually. It is updated according to regulations & changes to laws. New copies are available at the request of the patient & also on Dermatology on Wards website. www.dermatologyonward.com.au