

## PRIVACY POLICY

### Professor Stephen Robson

The provision of quality health care is our principle concern. It requires a doctor-patient relationship of trust and confidentiality. The Practice of Prof Stephen Robson (hereafter, the Practice) regards patient health information as confidential and will only collect this information with patient consent. The personal information of patients is handled in accordance with the Privacy Policy of this practice and is consistent with the privacy legislation.

Patients are entitled to know what personal information is held about them; how and under what circumstances they may have access to it; why it is held; its use; to whom and under what circumstances it may be disclosed; when consent is required for these purposes; and how it is stored.

Every effort will be made to discuss these matters with patients at the time that personal health information is collected. Because there will be occasions when it is not practicable to make patients aware of these matters at the time of collection, this brochure is designed to outline how this practice endeavours to protect the privacy of the personal and health information of patients.

### Collection, Use and Disclosure of your Information

Information about a patient's medical and family health history is needed to provide accurate medical diagnoses and appropriate treatment. We will be fair in the way we collect information about our patients. This information is generally collected from the patient, and otherwise with the patient's consent. However, from time to time, we may receive patient information from others. When this occurs we will, wherever possible, make sure the patient knows we have received this information.

Collected personal information will include patients':

- names, addresses and contact details;
- Medicare number (where available) for identification and claiming purposes;
- Private Health Insurance information;
- other identifiers, such as concession cards, Defence personnel treatment identifies;
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors.

The Practice procedure for collecting personal information is set out below:

1. Practice staff collect patients' personal and demographic information via registration when patients present to the practice for the first time, either by telephone, email or in person.
2. During the course of providing medical services, the practice healthcare practitioners will collect further personal information.
3. Personal information may also be collected from the patient's guardian or responsible person (where practicable and necessary), or from any other practitioners involved in a patient's care.

Medical care requires full knowledge of patient health information by all members of a medical team. To ensure quality and continuity of patient care, a patient's health information has to be shared with other health care providers from time to time. Some information about patients is also provided to Medicare, and private health funds if relevant, for billing and medical rebate purposes.

Prof Stephen Robson is a member of various medical and professional bodies including medical defence organisations. There may be occasions when disclosure of patient information is required for medical defence purposes.

There are also circumstances where a medical practitioner is legally bound to disclose personal information. An example of this is the mandatory reporting of communicable diseases and compliance with various government registers of health screening and treatment.

Specifically, this practice will disclose information to the:

1. National Cervical Screening Register

It is necessary for us to keep patients' information after their last attendance at this practice for as long as is required by law or is prudent having regard to administrative requirements.

A patient's personal information may be held at the Practice in various forms:

- as paper records
- as electronic records
- as visuals – xrays, CT scans, videos and photos
- as audio recordings

## Access

This Practice acknowledges patients may request access to their medical records, and that a patient has a right to access their information. Patients may ask to view the information or ask for a copy of a part of, or the whole record.

While not required to give reasons for their request, a patient may be asked to clarify the scope of the request.

Patients are encouraged to make requests for access to their medical records in writing. All requests for access to patient medical records will be referred to Prof Stephen Robson. Please note, administrative staff or the practice manager are not authorised to provide any records without prior authorisation of Prof Stephen Robson.

There are some circumstances in which access may be denied but in such an event, the patient will be advised of the reason.

A charge may be payable where the practice incurs costs in providing access. This will depend on the nature of the access.

The material over which Prof Stephen Robson or the Practice has copyright might be subject to conditions that prevent further copying or publication without the doctor's permission.

If a patient finds that the information held on them is not accurate or complete, the patient may have that information amended accordingly.

Upon request and provision of written and signed patient consent, a patient's health information held by this Practice will be made available to another health service provider.

## Corrections and Updates of Information

This Practice will take reasonable steps to correct personal information where it is satisfied they are not accurate or up to date. From time to time, the Practice will ask patients to verify the personal information held by the Practice is correct and up to date. Patients may also request the Practice corrects or updates their information, and patients should make such requests in person or in writing.

## Parents/Guardians and Children

The right of children to privacy of their health information, based on the professional judgement of the doctor and consistent with the law, might at times restrict access to this information by parents or guardians.

## Complaints

It is important to us that your expectations about the way in which we handle your information are the same as ours.

Please do not hesitate to discuss any concerns, questions or complaints about any issues related to the privacy of your personal information with Prof Stephen Robson.

If you are still dissatisfied, you can complain to the Federal Privacy Commissioner whose contact details are:

Level 8 Piccadilly Tower  
133 Castlereagh Street  
Sydney NSW 2000

GPO Box 5218  
Sydney NSW 2000

Privacy Hotline: 1300 363 992

Website: [www.privacy.gov.au](http://www.privacy.gov.au)

## Further information

Further information about an individual's privacy rights can be obtained from the Office of the Federal Privacy Commissioner.