

Privacy Policy

PRIVACY POLICY – Managing patient Health information

1. POLICY

The management of Vital Homeopathy are committed to protecting the privacy of our patients within our practice. Information collected is kept strictly confidential and used only for the medical and health care of patients.

2. PURPOSE

To ensure patients who receive care from the practice are comfortable in entrusting their health information to the practice. This policy provides information to patients as to how their personal information is collected and used within the practice and the circumstances in which we may disclose it to third parties.

3. SCOPE

This policy applies to all employees and patients of Vital Homeopathy.

4. COLLECTION, USE AND DISCLOSURE

Vital Homeopathy recognizes that the information we collect is often of a highly sensitive nature and as an organization we have adopted the privacy compliance standards relevant to Vital Homeopathy to ensure personal information is protected.

For administrative and billing purposes and to ensure quality and continuity of patient care a patient's health information is shared between the medical practitioners of Vital Homeopathy.

Collected personal information will include patient's

- Names, addresses and contact details
- Healthcare identifiers
- Medical information including medical history, medications, allergies, adverse events, immunizations, social history, family history and risk factors.

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

- As paper records
- As electronic records
- As audio recordings

The practice's procedures for collecting personal information is set out below:

- During the course of providing medical services the practice's healthcare practitioners will consequently collect further personal information.

- Personal information may also be collected from the patient's guardian or responsible person (where practicable and necessary) or from other involved healthcare specialists.

The practice holds all personal information securely, whether in electronic format, in protected information systems or in hard copy in a secured environment.

Personal information collected by Vital Homeopathy may be used or disclosed in the following instances:

- For medical defense purposes;
- As required by law in instances of mandatory reporting of communicable diseases;
- Necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impracticable to obtain patient's consent
- To assist in locating a missing person
- For the purpose the patient was advised during consult with the treating Doctor;
- As required during the normal operation of services provided. i.e. for referral to a medical specialist or other health service provider;
- For the purpose of a confidential dispute resolution process
- Some disclosure may occur to third parties engaged by or for the practice for the Practice for business purposes such as accreditation or for the provision of information technology. These third parties are required to comply with this policy.

The practice will not disclose personal information to any third party other than in the course of providing medical services, without full disclosure to the patient or the recipient, the reason for the information transfer and full consent from the patient.

The Practice will not disclose personal information to anyone outside Australia without need and without patient consent.

The Practice will not use any personal information in relation to direct marketing to a patient without that patient's express consent.

The practice evaluates all unsolicited information it receives to decide if it should be kept, acted upon or destroyed.

Vital Homeopathy will employ all reasonable endeavors to ensure that a patient's personal information is not disclosed without their prior consent.

5. DATA QUALITY

Patient information collected and retained in our records for the purpose of providing quality health care will be complete, accurate, and up to date at the time of collection.

6. DATA SECURITY

All due care will be taken to ensure the protection of patient privacy during the transfer, storage and use of personal health information.

7. PARENTS/GUARDIANS AND CHILDREN

To protect the rights of a child's privacy, access to a child's medical information may at times be restricted for parents and guardians. Release of information may be referred back to the treating Homeopath where there professional judgment and the law will be applied.

8. COMPLAINTS

The management of Vital Homeopathy understands the importance of confidentiality and discretion with the way we manage and maintain the personal information of our patients. The Practice takes complaints and concerns about the privacy of patient's personal information seriously. Patients should express any privacy concerns in writing. The Practice will then attempt to resolve it in accordance with its complaint resolution process.

In the instance where you are dissatisfied with the level of service provided within the clinic we encourage you to discuss any concerns relating to the privacy of your information with the Clinic.