



PRIVACY POLICY

Eltham Paediatrics is committed to best practice in relation to the management of information we collect. Our Privacy Policy has been developed in compliance with the Privacy Act 1988 (Cth). To provide the best health care to your child, Eltham Paediatrics requires your consent to the collection, recording and appropriate or necessary communication of relevant personal health information.

By proceeding with the establishment of a file for your child and with booking or meeting with our clinician/s, you have indicated your consent that any private health care information provided, obtained or recorded in the establishment or continuance of your health care relationship with Eltham Paediatrics will be kept and managed in accordance with our Privacy Policy.

If you have any questions or concerns, please do not hesitate to contact our friendly office staff on 03 9437 0552 or email hello@elthampaediatrics.com.au.

WHAT PERSONAL HEALTH INFORMATION IS COLLECTED AND WHY

Information that relates to, or assists in, providing good health care to the patient is collected. This includes: personal identification and contact information (including important relationships such as parents, guardians or carers); medical history, current health problems and other aspects of the patient's life and development; and information required for billing and Medicare claiming. Patient records will be stored digitally, indefinitely.

We hold, use and disclose personal information:

- to provide health services to your child
- to communicate with you
- to comply with our legal obligations, such as mandatory reporting
- to help manage our accounts and administrative services
- to liaise with other professionals involved in your child's health care, and
- to liaise with your health fund, government and regulatory bodies, as necessary.

INFORMATION COLLECTED FOR BILLING AND ADMINISTRATION PURPOSES

Parents or guardians are legally responsible for the care of their child or adolescent and for associated fees for care provided by Eltham Paediatrics. The name of these parents, guardians or other carers, as well as their contact information, is required for billing and the lodgment of Medicare claims and rebates. This information is stored in patient files and used for both administrative and clinical purposes and managed in the same way as other clinically-needed information, as described in this policy. Any outstanding accounts and related information may, after a reasonable time, be handed over to a third party for legal or debt recovery purposes.

WHO COLLECTS AND USES THIS INFORMATION?

Administrative and reception staff will collect and manage identification, contact, billing and family relationship information and may also record, for the purposes of relaying to clinicians, some information pertaining to health care and current problems. Clinicians record information about health and developmental issues, including information about the patient's life, relationships and social contexts where relevant.

Clinicians will also convey and share relevant aspects of this information to other clinicians to assist in treatment or to refer the patient to another clinician when needed. Such communications will be treated as confidential and privacy will be maintained.

HOW THE SECURITY OF YOUR INFORMATION IS MAINTAINED

Information is stored electronically and recorded directly into practice software programs or transferred into these from paper records. Paper records are mechanically shredded onsite once they have been converted to a digital record or become otherwise unnecessary. Practice staff and clinicians are trained to avoid leaving private and confidential information where it can be viewed by others. Files and programs are accessed only via password by authorised staff and clinicians.

TRANSFERRING HEALTH INFORMATION

Parents/guardians or mature adolescent patients may arrange to have access to or copies of some or all of their medical records by speaking to their clinician or another staff member and agreeing on an appropriate format. Provision of personal health information to third parties will require verbal or written parental/guardian or mature patient consent and this will be noted or copied into the record. Where a third party requests the information from the practice about a patient, an appropriate staff member or clinician would discuss the request with the mature patient or the parent/guardian(s) and written consent would be sought before the request was acted upon.

This practice prefers to transfer information to patient families, clinicians or others digitally, by email. Patients should initiate their request for information with their clinician or with administrative or reception staff in person or by phone, letter or fax.

AUDIT AND RESEARCH

From time to time, Eltham Paediatrics may participate in practice audits and medical research. Audits and research are important ways of maintaining high standards in medical practice. Privacy and confidentiality of records would be protected by de-identification. Informed consent would be secured in any other case.

TEENAGERS AND YOUNG ADULTS

As your child matures, particularly into later adolescence, they will increasingly take charge of their personal health information and any matters of consent that would arise. Younger adolescents growing towards this maturity may also need to begin taking responsibility for aspects of their health decision-making. For mature and maturing adolescent patients, Eltham Paediatrics will generally continue to encourage all appropriate parental and guardian involvement in decision-making, bookings and appointments, as well as general support in co-operation with the older adolescent patient who has consented.

ACCESS TO PERSONAL INFORMATION, QUESTIONS AND COMPLAINTS

You have a right to seek access to and correct the personal information we hold about you. If you have any questions or concerns about privacy-related issues, please contact us.

If you wish to complain about a breach of the Australian Privacy Principles or the handling of your personal information, you may lodge a written complaint. Written complaints are generally responded to within 30 days.

Post to: Eltham Paediatrics, 1/1601 Main Rd, Research VIC 3095.