

APP privacy policy: Managing patient health information

Date of policy: 23/07/2018

Purpose

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

Related standards

RACGP compliance indicators for the Australian Privacy Principles: an addendum to the computer and information security standards (second edition).

Background and rationale

The APP provide a privacy protection framework that supports the rights and obligations of collecting, holding, using, accessing and correcting personal information. The APP consist of 13 principle-based laws and apply equally to paper-based and digital environments. The APP complement the long-standing general practice obligation to manage personal information in a regulated, open and transparent manner.

Practice procedure

The practice will:

- Provide a copy of this policy upon request
- Ensure staff comply with the APP and deal appropriately with inquires or concerns
- Take such steps as are reasonable in the circumstances to implement practices, procedures and systems to ensure compliance with the APP and deal with inquiries or complaints
- Collect personal information for the primary purpose of managing a patient's healthcare and for financial claims and payments.

Staff responsibility

The practices staff will take reasonable steps to ensure patients understand:

- What information has been and is being collected.
- Why the information is being collected, and weather this is due to a legal requirement
- How the information will be used or disclosed.
- Why and when their consent is necessary
- The practices procedures for access and correction of information, and responding to complaints of information breaches, including by proving this policy.

Patient consent

The practice will on interpret and apply and patients consent for the primary purpose for which it was provided. The practice staff must seek additional consent from the patient if the personal information collected may be used for any other purpose.