

Fitzroy Foot and Ankle Clinic

Privacy Policy



Scope

This document describes how the staff of Fitzroy Foot and Ankle Clinic will use your data and personal information. We aim to provide a high-quality podiatry service, and as such, we collect information from you for this purpose. This policy covers all personal information (such as your address or medical conditions) that we will ask you to provide so we can offer an effective podiatry service. Fitzroy Foot and Ankle Clinic collects, stores and shares information in accordance with the *Privacy Act 1988* and the *Health Records Act of 2001*.

Collection of personal information

It is important for us to collect information from you to provide an effective podiatry service. The main reasons we will collect information from you include:

- To administer this practice – so we can contact you regarding appointments and other communication that is necessary as part of your care;
- To bill you appropriately – we may need an email or postal address to send invoices and receipts;
- To communicate with other healthcare providers – we may need to send letters or referrals to other healthcare professionals, such as your GP, to ensure you are provided with the best care;
- To comply with requests as directed by law – we may be asked to provide a record of our treatment if you are involved in legal proceedings.

We may also collect information that is provided from other healthcare professionals (such as referral letters that may contain your personal information) who are involved in your care. You may not be aware that this information has been provided, as it could be posted or faxed from another healthcare professional without your knowledge.

Storage of your information

After we collect your information we store it using cloud-based practice management software. Any personal information that is provided in hard copy (e.g. paper) is scanned into this system, and then destroyed using a secure document service.

Our cloud-based practice management software complies with local requirements for the storage of health records. More information can be found on their website, <https://www.cliniko.com/security>. Only the staff of Fitzroy Foot and Ankle Clinic will have access to your information. Furthermore, reception staff are unable to view clinical information (such as medical history and medications), which can only be accessed by our podiatrists.

We currently do not combine or link with other services that store your information.

Sharing your information

In this section we will outline when and why we will share your personal information. For us to provide appropriate care, it may be necessary for us to share your personal information with other healthcare providers. This will usually occur with your knowledge. For example, we will let you know if we are going to send a letter to your GP that outlines the diagnosis, or treatment we have provided. There may be instances when we will share information without your knowledge, but the sharing of your personal information with other healthcare providers will be based on our “legitimate interest” to ensure you receive the best care possible.

There may be occasions when we share information with organisations that are involved in your care. For example, if you claim a rebate through private health insurance, or if the costs of your treatment are being paid for by another organisation (e.g. Medicare or Workcover) we may need to inform that organisation about the treatment you received. Furthermore, there may be occasions when we provide information to an outside organisation that is *not* involved in your care. An example, may be if there are legal proceedings or a complaint that relates to your care, we may need to provide documentation to some legal entities.

We will never knowingly share information with any other outside organisations that are not directly involved with your care (i.e. for marketing purposes).

We will never share your personal information with overseas organisations without your consent.

Your rights and choices

You have the right to access your personal information that we hold. Furthermore, you have the right to ask for this information be changed or corrected. You can choose not to provide personal information, but it is important to understand that this may impede our ability to provide you with the best care possible.

If you wish to access or change your personal information, please contact the clinic via email (info@fitzpod.com) with clear directions about the information you wish to access/change, and the reason you would like to access/change your information.

How to make a complaint

If you believe your personal information has been used in a manner that you are unhappy with, or that breaches the principles described above, you are free to make a complaint. In the first instance, please contact the clinic at info@fitzpod.com or on (03) 9485 8000 and we will do our best to address your complaint.

If you are unsatisfied with the response or outcome, you can contact the Australian Health Practitioner Regulation Agency (<http://www.ahpra.gov.au/Notifications/Make-a-complaint.aspx>).

Contact details

Glen Whittaker and Sophie Ryan are the important contact persons.

Email: info@fitzpod.com

Ph: (03) 9485 8000

Fax: (03) 9485 8011

Web: www.fitzpod.com