



Healthy Minds Specialists Clinical Psychologists

Yarrabee Road
The Gap QLD 4061
Tel: (07) 3871 3980
Email: admin@healthymindspsychologists.com

Stephen Heydt BA MA MEd
Clinical Psychologist
Medicare Provider No.: 4256397Y

Stephen Heydt Pty Ltd t/a ABN: 27151352804

Healthy Minds Privacy Policy

Introduction

Healthy Minds Specialist Clinical Psychologists respects your right to privacy and is committed to safeguarding the privacy of personal information and to handling your personal information in a responsible manner. We adhere to the Australian Privacy Principles contained in the *Privacy Act 1988 (Cth)* the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Australian Privacy Principles and relevant State and Territory privacy legislation (referred to as privacy legislation). This policy sets out how we collect and treat your personal information.

“Personal information” is information we hold which is identifiable as being about you.

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties. It includes how you may access that information and how you may seek the correction of any information. It also explains how you may make a complaint about a breach of privacy legislation.

This Privacy Policy is current from 28 June 2018 and is reviewed annually. From time to time we may make changes to our policy, processes and systems in relation to how we handle your personal information. We will update this Privacy Policy to reflect any changes. Those changes will be available on our website and in the practice.

Collection of Personal Information

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. This information may be stored on our computer medical records system and/or in handwritten medical records. We collect information in various ways, such as over the phone, or in writing, in person in our clinic, or over the internet if you transact with us online. This information may be collected by medical and non-medical staff.

When you register as a patient of our practice and provide us with personal information, you provide consent to the terms of this Privacy Policy and for our practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

Wherever practicable we will only collect information from you personally. However, we may also need to collect information from other sources such as treating specialists, other health care providers, and the Myhealth record system. In emergency situations we may also need to collect information from your relatives or friends.

We may be required by law to retain medical records for certain periods of time depending on your age at the time we provide services.

The information we may collect about you includes your:

- names, date of birth, addresses, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes

- healthcare identifiers
- health fund details.

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals. We are unable to process Medicare, NDIS, FAHCSIA, private health fund, payments without your legal name as reflected on the identifying card.

Collection Methods

Our practice may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration. In order to exercise our duty of care we will also require details of any referring practitioners. It is not a requirement for you to have been referred by a medical practitioner. We may also request that you complete a mood and anxiety screening document (DASS-21). (You do not have to complete this if you do not wish. You should discuss this with your clinician should you have any difficulties.)
2. During the course of providing medical services, we may collect further personal information. This may include but is not limited to previous medical reports, information relating to your personal history including school, information relating to legal matters in which you may be involved and could affect your health and wellbeing. Information may also be collected through My Health Record, as may be required by law.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
4. In some circumstances, personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from your parent, carer, guardian or other responsible person, other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services your health fund, Medicare, WorkCover, Employer, or the Department of Veterans' Affairs (as necessary).

Use and Disclosure of your Personal Information

We will treat your personal information as strictly private and confidential. We will only use or disclose it for purposes directly related to your care and treatment, or in ways that you would reasonably expect that we may use it for your ongoing care and treatment (e.g. with other health care providers). Additionally, your information may be shared when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent

We may disclose your personal information to any of employees, officers, professional advisers, professional subcontractors insofar as reasonably necessary for the purposes set out in this policy. Personal information is only supplied to a third party when it is required for the delivery of services and specifically authorized by you in writing or implicitly by requiring the transfer of information between us and third parties. Where we disclose your personal information to third parties authorized by you, we will request that the third party follow this Policy regarding handling your personal information.

There are circumstances where we may be permitted or required by law to disclose your personal information to third parties. These include court orders, subpoenas, warrants, in the course of a legal proceeding, in response to a law enforcement agency request, legal business purposes (e.g. equitable claims, confidential dispute resolution process), to locate a missing person, or when there is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification).

If there is a change of control in our business or a sale or transfer of business assets, you will be consulted on the transfer to the extent permissible at law of any personal information and non-personal information contained in our databases.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances as permitted by law or for) without your consent.

We may use your personal information to advise you of information, updates, resources, activities and services that may be of direct benefit to you. We may use your personal information to improve our products and services, and better understand your needs. You may opt out of receiving this information at any time by notifying our practice by email or in writing. Our practice will not use your personal information for marketing any goods or services directly to you except as mentioned before.

Healthy Minds Specialist Clinical Psychologists may contact you by a variety of measures including but not limited to, telephone, email, sms or mail.

Security of your Personal Information

Healthy Minds Specialist Clinical Psychologists is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorized access or disclosure, we have put in suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorized access, modification and disclosure.

Your personal information may be stored at our practice in various forms. These include paper records, electronic records, visual records and audio recordings. Our practice stores all personal information securely offline. Electronic records are stored separately from our website and cannot be accessed through it.

The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorized disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

We will take reasonable steps to ensure that your personal information is accurate, complete, up to date and relevant. For this purpose our staff may ask you to confirm that your contact details are correct when you attend a consultation. We request that you let us know if any of the information we hold about you is incorrect or out of date.

Personal information that we hold is protected by:

- securing our premises;
- placing passwords and varying access levels on databases to limit access and protect electronic information from unauthorised interference, access, modification and disclosure; and
- providing locked cabinets and rooms for the storage of physical records.
- shredding hard copy documents

Access to your Personal Information

You have the right to request access to, and correction of, your personal information. If you believe that the information we have about you is not accurate, complete or up to date, we ask that you contact us in writing.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing and our practice will respond within a reasonable time. There may be a fee for the administrative costs, charged at an hourly rate, for retrieving and providing you with copies of your medical records. It is recommended that you discuss your requirements in advance to minimise costs involved. Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to: admin@helathymindspsychologists.com

We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act 1988(Cth). We will always tell you why access is denied and the options you have to respond to our decision.

Complaints

If you have a complaint about the privacy of your personal information, we request that you contact us in writing. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

Changes to Privacy Policy

Please be aware that we may update this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effectively immediately upon our posting of the modifications on our website. Please check back from time to time or request to review our Privacy Policy.

Contact

Please direct any queries, complaints, requests for access to medical records to:

Email: admin@healthymindspsychologists.com

Phone: (07) 3300 4374

Address: 69 Yarrabee Road, The Gap 4061