

Health Records and Information Privacy Act 2002

Southern Hand Surgery is committed to best practice in relation to the management of information we collect.

Why do we collect, hold, use and disclose personal information?

In general, we collect, hold, use and disclose your personal information for the following purposes

- to provide health services to you, we would like to ask you to allow questions to be asked regarding your medical condition and for this information to be recorded.
- to comply with our legal obligations, including, but not limited to, mandatory notification of communicable diseases or mandatory reporting under applicable child protection legislation.
- to help us manage our accounts and administrative services, including billing, arrangements with health funds, pursuing unpaid accounts, management of our ITC systems.
- for consultations with other doctors and allied health professional involved in your healthcare.
- to obtain, analyse, and discuss test results from diagnostic and pathology laboratories,
- for identification and insurance claiming.
- to liaise with your health fund, government and regulatory bodies such as Medicare, the Department of Veteran's Affairs and the Office of the Australian Information Commissioner (OAIC), as necessary.

How do we hold your personal information?

Our staff are trained and required to respect and protect your privacy. We take reasonable steps to protect information held from misuse and loss and from unauthorised access, modification or disclosure.

Your records are held on our certified onsite medical application and backed up via secure off-site storage.

Privacy related questions and complaints

If you have any questions about privacy-related issues or how we store your personal data, please feel free to ask. Further information is also available at the Office of the Australian Information Commissioner <https://www.oaic.gov.au/privacy>.