



Melbourne Sports and Spinal Osteopathic Clinics

# Osteopathy: Our practice and your privacy

## Privacy at a glance

**The provision of safe and quality Osteopathic care is our principal concern. This requires a strong relationship between the Osteopath and the patient based on trust and confidentiality.**

Your Osteopath regards your health information as confidential. Your personal information is handled in accordance with the practice's privacy policy and is consistent with Commonwealth and State/Territory law.

You are entitled to know what personal information is held about you; how and under what circumstances it may be disclosed; when consent is required for these purposes; and how it is stored.

We will discuss these matters with you at the time your health information is collected while attending this practice.

Information at Melbourne Sports and Spinal Osteopathic Clinics is stored securely and only practice staff have access to it. Melbourne Sports and Spinal Osteopathic Clinics takes all reasonable steps to ensure that information collected about you is accurate, complete and up-to-date. Clinical records are stored and transmitted securely and safeguarded against loss or damage. Melbourne Sports and Spinal Osteopathic Clinics collects and stores personal information in two forms:

- Paper files locked in a filing cabinet on site at the clinic.
- Electronically using patient management software Cliniko. All electronic data is encrypted and transmitted and stored securely in accordance with Cliniko's security policies.

If you do not provide relevant personal or health information, in part or in full, to Melbourne Sports and Spinal Osteopathic Clinics we may be unable to provide some or all of our services to you. This may impact the care we are able to provide. Any concerns that you may have about this statement or about your management can be directed to our Privacy Officer Dr Lisa Carnell at Melbourne Sports and Spinal Osteopathic Clinics on 9846 7733.

## Access to your information

You have the right to access your information. You may ask to view the information or ask for a copy of a part or of the whole record. You are not required to give reasons, but you may be asked to clarify the scope of the request. Often a request will need to be in writing. Access to some information may be limited in some circumstances, but in such an event we will advise you of the reasons. Under the Privacy Principles, the practice may charge a fee if it incurs costs in providing access, particularly if records need to be copied. Typically, it's about \$25 but may be higher for larger files.

At your request, your health information held by this practice will be made available to another health service provider.

If you find that the information held is not accurate or complete, you may have that information amended accordingly.

## Parents/guardians and children

Although this may surprise some parents, privacy laws apply to children as well as adults. Under the Privacy Guidelines, a child's right to privacy of their health information may at times restrict access by parents/guardians to that same information.

## Collection, use, and disclosure of your health information

Osteopaths must keep clinical records as it's a government requirement. Melbourne Sports and Spinal Osteopathic Clinics needs to collect information about you for the primary purpose of providing care and treatment. This information will also be used for the administrative purposes of running the practice such as billing you or through an insurer or compensation agency. Information will be used within the practice for handover if another practitioner provides you with assistance.

We will only seek information that is relevant to your health and this may include identifying data (for example: name, address, telephone, email), information related to your current condition, and information regarding your past medical history and any relevant family history. This information is generally collected directly from you or otherwise with your consent. However, from time to time we may receive information from others (for example, X-ray images and referrals from other practitioners). When this occurs, we will wherever possible make sure you know we have received this information.

Your clinical record will be accessible to all Osteopaths and other staff (including receptionists) working at Melbourne Sports and Spinal Osteopathic Clinics.

Melbourne Sports and Spinal Osteopathic Clinics may disclose information regarding diagnosis or treatment to your Doctor or other treatment providers if necessary for your care or otherwise with your consent. In the case of insurance or compensation claims, it may be necessary to disclose information and/or collect information that affects your treatment and return to work. Generally, workers compensation and traffic accident schemes require patients treated under those schemes to agree their health information can be shared with the scheme and its insurers.

Melbourne Sports and Spinal Osteopathic Clinics will not disclose your information to commercial companies, however specific service or product information as deemed suitable for your management, may be forwarded to you by us, unless you instruct Melbourne Sports and Spinal Osteopathic Clinics not to forward this type of information. Your consent will be obtained at the start of your treatment in order to carry out the above activities. We do not disclose your personal information to overseas recipients.

Some information about you may be provided to Medicare or your private health insurer, if relevant, for billing and rebate purposes. This information generally does not include your detailed clinical records but may depend on the terms of your insurance policy.

There are circumstances where a health practitioner is legally required to disclose information. An example of this is a subpoena or other mandatory reporting requirements.

It is necessary for us to keep your health information for as long as is required by law (generally 7 years after your last consultation, but longer in some circumstances).

We will inform you if we intend to transfer your clinical records to another osteopath or clinic, or if we sell or close this clinic.



## Have some questions?

- > If you have questions or concerns related to the privacy of your information, you should discuss these with the clinic or your Osteopath. Any issues not resolved with your Osteopath will be investigated by our Privacy Officer Dr Lisa Carnell and we will endeavor to deliver an acceptable resolution. If you are dissatisfied, contact the Office of the Australian Information Commissioner at 1300 363 992 or access further information via [www.oaic.gov.au](http://www.oaic.gov.au).