

### **Privacy principles:**

- Personal information is only used for the purpose of diagnosing and managing individuals' health problems.
- Personal information will not be communicated to others including family members without specific permission of the individual.
- All staff members are bound by the privacy principles and policy. Failure to comply with these principles and policy are grounds for dismissal.

### **Privacy policy:**

Melbourne Sleep Disorders Centre takes its obligations under the Victorian Health Records Act 2001 and the Commonwealth Privacy Act 1998 seriously and takes all reasonable steps in order to comply and protect the privacy of the personal information that is held.

**Collection of information:** Melbourne Sleep Disorders Centre collects and holds personal health information about patients.

Melbourne Sleep Disorders Centre collects information from patients so they may be properly assessed, diagnosed, treated and be proactive in your health care needs. All members of the professional team involved in your care will have access to patients' personal information. This means that information provided by patients may be used and disclosed in the following ways:

- Disclosure to others involved in patients' health care, including treating doctors, pathology services, radiology services and other specialists outside this medical practice. This may occur through referral to other doctors, or for medical tests and in the reports or results returned to Melbourne Sleep Disorders Centre following the referrals.
- Disclosure to enable recording on medical registers (example the diabetes register or pap smear register).
- Administrative purposes in running Melbourne Sleep Disorders Centre, including insurers, medical indemnity providers, and quality assurance and accreditation bodies.
- Billing purposes, including providing information to patient's health insurance funds, the Health Insurance Commission (Medicare) and other organisations responsible for the financial aspects of patient's care.
- Conducting research
- Assisting with training and education of other health professionals.

In most cases the information will be obtained directly from patients or their treating doctors.

**Information Quality:** Our goal is to ensure that patient information is accurate, complete and up-to-date. To assist with this, patients should be encouraged to notify any changes of details. Further, if patients believe that the information held is not accurate, complete or up-to-date they should be encouraged to contact Melbourne Sleep Disorders Centre who will make all reasonable efforts to correct the information.

**Storage:** All reasonable steps are taken to protect the security of personal information that is held. This includes appropriate measures to protect electronic materials (password protection and internet firewall) and materials stored and generated in hard copy (locked cabinets).

**Access To Patient's Own Personal Information:** Access to one's own personal information will be provided in accordance with Melbourne Sleep Disorders Centre's Access Policy. If access is required to one's own personal information Melbourne Sleep Disorders Centre should be contacted.

**Contract:** Data storage and processing functions are not contracted out.

**Legal Reasons For Collecting Personal Information:** Some information is collected to comply with legal obligations such as mandatory reporting requirements.

What happens if patients choose not to provide personal information? You are not obliged to provide personal information. However, if you choose not to provide Melbourne Sleep Disorders Centre with the personal details required the full range of medical services may not be able to be provided.

**Treatment of Children:** The rights of children to the privacy of their health information, based on the professional judgment of the doctor and consistent with law, might restrict access to the child's information by parents or guardians.

**Complaints:** If you have any complaints about privacy practices or wish to make a complaint about how personal information is handled please contact Melbourne Sleep Disorders Centre. All complaints will be dealt with fairly and as quickly as possible.

A privacy complaint relates to any concern or dispute you may have with privacy practices as it relates to their personal information. This could include matters such as how personal information is collected, stored, used, disclosed or how access is provided.

It is preferable that complaints be submitted in writing.

If patients are dissatisfied with the outcome of Melbourne Sleep Disorders Centre's handling of their complaint they may contact the Victorian Health Services Commissioner or the Federal Privacy Commissioner.