



## **BAYWEST MEDICAL PRIVACY POLICY**

This Practice complies with the National Privacy Principles of the Commonwealth of Australia. The NPP provide a privacy protection framework that supports the rights and obligations of collecting, holding, using, accessing and correcting personal information. These principles apply equally to paper-based and digital environments. The NPP complement the long-standing general practice obligation to manage personal information in a regulated, open and transparent manner.

All our staff at Baywest Medical comply with the NPP and deal appropriately with inquiries or concerns. The Practice will take such steps as are reasonable in the circumstances to implement practices, procedures and systems to ensure compliance with the NPP and deal with inquiries or complaints. We will collect personal information for the primary purpose of managing a patient's healthcare and for financial claims and payments.

The staff of this Practice will take reasonable steps to ensure patients understand: what information has been and is being collected; why the information is being collected and whether this is due to a legal requirement; how the information will be used or disclosed; why and when their consent is necessary; and the Practice's procedures for access correction of information, and responding to complaints of information breaches, including by providing this policy.

Baywest Medical will only interpret and apply a patient's consent for the primary purpose for which it was provided. The Practice staff must seek additional consent from the patient if the personal information collected may be used for any other purpose.

The Practice will need to collect personal information as a provision of clinical services to a patient at the practice. Collected personal information will include a patient's: Names addresses and contact details; Medicare number ; healthcare identifiers; medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors.

A patient's personal information may be held at the Practice in various forms such as paper records; electronic records; as visual – x-rays, CT scans, videos and photos; and as audio recordings.

The Practice will take reasonable steps to correct personal information where it is satisfied they are not accurate or up to date. From time to time, the Practice will ask patients to verify the personal information held by the Practice is correct and up to date. Patients may also request the Practice corrects or updates their information, and patients should make such requests in writing.

Baywest Medical takes complaints and concerns about the privacy of patients' personal information seriously. Patients should express any privacy concerns in writing. The Practice will then attempt to resolve it in accordance with its complaint resolution procedure.