

PRIVACY STATEMENT

The Privacy Act 1998 regulates how personal information is handled. The Act defines personal information as:

...information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable.

Bayside Wound Group has policies about how we manage information about you had how you may access that information.

Please speak to staff for more information if required.

Bayside Wound Group takes its obligations to protect your privacy seriously and would like to thake reasonable steps in order to comply and protect the privacy of all personal information we hold. This policy describes how we intend to do so.

Collection of information

Bayside Wound Group collects and holds information about you so that we can properly assess, diagnose and treat your wound or stoma properly and be proactive in managing your needs. All members of our professional team have access to the information we collect. We may use and disclose the information in the following way:

- Disclose to other health care professionals involved in your care such as your general practitioner or specialist. The information we may be required to share can include your pathology or radiology results, or events during management of an emergency situation should it arise.
- Disclosure to enable recording on medical registers to improve community health care
- Administrative purposes in running the practice including our insurer or medical indemnity provider, and quality assurance and accreditation bodies
- Billing purposes, including providing information to your health insurance fund, medicare and other organizations

responsible for the financial aspect of your care. You will be informed when Bayside Wound Group is involved in activities associated with research and your involvement will only take place if you provide express signed consent.

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Bayside Wound Group regularly assists with training and education of other health professionals and this often involves the use of photos or case examples. Your case scenario or photographs will only be used with your consent which is documented at the time of admission. All information and photos used are de-identified.

Information Quality

Our goal is to ensure that your information is accurate and up to date. To assist us with this please advise us if any previous details you have provided us has changed.

Data Security

The storage, use and transfer of your personal health information will be undertaken in a secure manner that protects your privacy. We take all reasonable steps to protect the security of the information we hold. This includes electronic and paper based information.

Access to your personal information

Access will be provided in accordance with our policy. If you require access please contact our practice manager who will facilitate the access. Requests should be made in writing.

What happens if you choose not to provide personal information

You are not obliged to provide us with personal information. However, if you choose not to provide Bayside Wound Group with your personal details such as name, address, DOB etc this may compromise our ability to provide you with our services and will affect medicare rebates etc.

Treatment of Children

Bayside Wound Group will treat children in the presence of their parent or guardian and all health information and privacy will be maintained.

Complaints

If you have any complaints or questions about how your personal information is managed please contact our practice manager and we will endeavour to address the complaint/question as quickly and fairly as possible. We ask that complaints be in writing and forwarded to the practice..