

FEDERAL PRIVACY ACT

For information on the Federal Privacy Act, you are encouraged to contact the Office of the Federal Privacy Commissioner.

The Australian Privacy Commissioner is the national privacy regulator.



Website: www.privacy.gov.au
Telephone 1300 363 992
Email privacy@privacy.gov.au

This practice complies with both state and federal privacy legislation.

ADDITIONAL INFORMATION

If you have any questions regarding this brochure or wish to ask for further information, please don't hesitate to contact us.

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Respecting your

PRIVACY

What happens
to your personal
information?



AUSTRALIAN PHYSIOTHERAPY ASSOCIATION

MEMBER

Village Physiotherapy & Sports Injury Clinic

YOUR PRIVACY MATTERS TO US

The privacy of our patients is important to us. We will always respect your privacy. For us to provide you with the best possible care, it is important that you trust us and share with us all the necessary information to enable us to diagnose and best treat you.

All our staff follow privacy principles that enable us to protect your privacy. These principles set standards for how we handle your personal information.

WHAT INFORMATION IS COLLECTED?

In the course of providing treatment, this practice collects health and related information about you that we consider sensitive.

The practice has a policy that covers how your health information is collected, used, stored, disclosed and accessed.

The practice only collects information that is necessary to provide a quality health service. In the course of providing this service, we may disclose information to your treating doctor and other health service providers from whom you are currently receiving treatment. In accordance with privacy legislation, you are entitled to access any information that we hold about you. The practice may charge reasonable costs for the provision of this information and it may take time to prepare files for release.



WHAT HAPPENS TO MY INFORMATION?

We release some health and billing information to health insurers, third party insurers and workers compensation authorities in order to meet their requirements for claim assessment and payment.

Your physiotherapist will discuss the information with you and will limit this release if you require. If you ask us to withhold certain information, this may have an impact on your insurance claim.

The practice will only release additional information to other parties, including insurance companies, if you provide permission for the information to be released. For this practice to release information to a third party, we need to know which records you would like us to release so requests should specify dates, where possible.

Our privacy policy applies to all employees. Additionally, from time to time, your information may be accessed by contractors (e.g. if our computer billing system gets upgraded). While access is limited as much as possible, contractors are also bound by the practice privacy policy.

INFORMATION QUALITY

Our goal is to ensure that your information is accurate, complete and up-to-date. To assist us with this, please contact us if any of the details you have provided change. Further, if you believe that the information we have about you is not accurate, complete or up-to-date, contact us and we will use all reasonable efforts to correct the information.

FURTHER INFORMATION & FEEDBACK

We may contact you from time to time regarding current or new services we offer or with information related to physiotherapy that we feel may interest you.

If you do not wish to receive particular types of information, please let our reception know so we can remove you when we contact our clients from that contact list.

To ensure that we continue to improve our privacy processes, we would like to encourage you to raise any concerns that you may have regarding privacy with the principal physiotherapist in this practice. All concerns will be dealt with fairly and as quickly as possible.

