

Privacy Policy

Everyone at Sydney Shoulder Specialists takes their obligations under the Privacy Act 1988 (Cth) ('the Privacy Act') seriously and are committed to handling your information in accordance with this Act and Australian Privacy Principles.

It is important to note that while collectively known as "Sydney Shoulder Specialists", there are in fact 3 separate and independent medical practices in operation i.e. the practice of Dr Benjamin Cass, the practice of Dr Allan Young and the practice of Prof David Sonnabend. The following information follows the Australian Medical Association (NSW) guidelines and applies to all 3 of the aforementioned practices individually and "Sydney Shoulder Specialists" collectively.

NB: More information regarding the Privacy Act and Australian Privacy Principles is available from the Office of Australian Information Commissioner (OAIC) website at: www.oaic.gov.au

PP-1 Introduction

Our practice is committed to best practice in relation to the management of information we collect. This practice has developed a policy to protect patient privacy in compliance with the Privacy Act 1988 (Cth) ('the Privacy Act'). Our policy is to inform you of:

- the kinds of information that we collect and hold, which, as a medical practice, is likely to be 'health information' for the purposes of the Privacy Act
- how we collect and hold personal information
- the purposes for which we collect, hold, use and disclose personal information
- how you may access your personal information and seek the correction of that information
- how you may complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint
- whether we are likely to disclose personal information to overseas recipients

PP-2 What kinds of personal information do we collect?

The type of information we may collect and hold includes:

- Your name, address, date of birth, email and contact details
- Medicare number, DVA number and other government identifiers, although we will not use these for the purposes of identifying you in our practice

- Other health information about you, including:
 - notes of your symptoms or diagnosis and the treatment given to you
 - your specialist reports and test results
 - your appointment and billing details
 - your prescriptions and other pharmaceutical purchases
 - your genetic information
 - your healthcare identifier
 - any other information about your race, sexuality or religion, when collected by a health service provider

PP-3 How do we collect and hold personal information?

We will generally collect personal information in the following ways:

- from you directly when you provide your details to us – this might be via a face to face discussion, telephone conversation, registration form or online form
- from a person responsible for you
- from third parties where the Privacy Act or other law allows it - this may include, but is not limited to: other members of your treating team, diagnostic centres, specialists, hospitals, Medicare, your health insurer and the Pharmaceutical Benefits Scheme

PP-4 Why do we collect, hold, use and disclose personal information?

In general, we collect, hold, use and disclose your personal information for the following purposes:

- to provide health services to you
- to communicate with you in relation to the health service being provided to you
- to comply with our legal obligations, including, but not limited to, mandatory notification of communicable diseases or mandatory reporting under applicable child protection legislation
- to help us manage our accounts and administrative services, including billing, arrangements with health funds and pursuing unpaid accounts
- for consultations with other doctors and allied health professional involved in your healthcare
- to obtain, analyse and discuss test results from diagnostic and pathology laboratories
- for identification and insurance claiming
- to liaise with your health fund, government and regulatory bodies such as Medicare, the Department of Veteran's Affairs and the Office of the Australian Information Commissioner (OAIC) (if you make a privacy complaint to the OAIC), as necessary

PP-5 How can you access and correct your personal information?

You have a right to seek access to, and correction of the personal information which we hold about you. For details on how to access and correct your health record, please contact the relevant individual Practice Manager as noted below under 'Contact Details.' We will normally respond to your request within 30 days.

PP-6 How do we hold your personal information?

Our staff are trained and required to respect and protect your privacy. We take reasonable steps to protect information held from misuse and loss and from unauthorised access, modification or disclosure. This includes:

- all of our staff sign confidentiality agreements
- access to personal information is restricted on a “need to know” basis
- any paper information is held in lockable cabinets
- any electronic information is held on computers with strong password protection
- our practice has strict document retention and destruction policies

PP-7 Privacy related questions and complaints

If you have any questions about privacy-related issues or wish to complain about a breach of the Australian Privacy Principles or the handling of your personal information by us, you may lodge your complaint in writing to (see below for details). We will normally respond to your request within 30 days.

If you are dissatisfied with our response, you may refer the matter to the OAIC:

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Fax: +61 2 9284 9666

Post: GPO Box 5218

Sydney NSW 2001

Web: www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint

PP-8 Anonymity and pseudonyms

The Privacy Act provides that individuals have the option of not identifying themselves, or of using a pseudonym which our Practice will respect except where this would make it impracticable for us to deal with you. For example, billing via Medicare, health or other insurers requires use of your name and so too admission to hospital for surgery.

PP-9 Overseas disclosure

Where required, we may disclose your personal information to the following overseas recipients:

- any practice or individual who assists us in providing services (such as where you have come from overseas and had your health record transferred from overseas or have treatment continuing from an overseas provider)
- anyone else to whom you authorise us to disclose it

PP-10 Updates to this Policy

This Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and other necessary developments. Updates will be published on our practice's website which can be found at: www.sydneyshoulder.com.au

PP-11 Privacy and websites

Our practice is committed to protecting your privacy online. The practice website is www.sydneyshoulder.com.au and does not use cookies or other means to collect or store any of your personal information when you visit (browse) it. The website is intended to provide general information regarding our practice(s) to patients and referrers.

The four ways you will most likely interact with our practice website are:

- 1 clicking an email link to send an email to the individual practice of your choice
- 2 downloading an acquaintance ('new patient') form
- 3 downloading a 'patient information' sheet
- 4 clicking on links to other websites

Clicking on our email links (eg cassadmin@sydneyshoulder.com.au) activates your own email program to send an email to the address in the link but you control what information you write and send in the email. Clicking these links does not enable our website to collect or store any of your personal information.

Downloading the acquaintance forms (eg "**Shoulder Questionnaire – New Patients Dr Allan Young**") allows you to save a copy of the form (.pdf) to your computer to later print and complete by hand or complete using a computer (i.e. they are in a fillable .pdf format). As part of completing these forms you will be required to read and sign a "**Consent to Collect Patient Information**" which explains in sum why and how our practice collects your information and refers you to this complete privacy policy on our practice website. Downloading these forms does not enable our website to collect or store any of your personal information.

Downloading a patient information sheet (eg “**Arthroscopic Rotator Cuff Repair**”) allows you to save a copy of the sheet (.pdf) to your computer to read or print at your convenience. Downloading the sheets does not enable our website to collect or store any of your personal information.

Clicking on a link to another website (eg “**Dubbo Private Hospital**” and other locations where our surgeons consult or “**Sydney Shoulder Research Institute**” – our research rooms) opens that website in another page or ‘tab’ depending on which internet browser you are using and its settings. Our practice website remains in another page or tab for you to return to as you please. Clicking these links does not enable our website to collect or store any of your personal information.

A copy of this Privacy Policy is also available to read online and/or download from our practice website at: www.sydneyshoulder.com.au

PP-12 Contact details for privacy related issues

For any privacy related issues, contact the relevant Practice Manager **in writing** as follows:

Dr Cass’ practice:

Attention: The Practice Manager

Email: cassadmin@sydneyshoulder.com.au

Fax: +61 2 9460 6064

Post: Suite 201, Level 2, 156 Pacific Highway
St Leonards, NSW, 2065

Dr Young’s practice:

Attention: The Practice Manager

Email: youngadmin@sydneyshoulder.com.au

Fax: +61 2 9460 6064

Post: Suite 201, Level 2, 156 Pacific Highway
St Leonards, NSW, 2065

Prof Sonnabend’s practice:

Attention: The Practice Manager

Email: sonnabendadmin@sydneyshoulder.com.au

Fax: +61 2 9327 2239

Post: Suite 201, Level 2, 156 Pacific Highway
St Leonards, NSW, 2065