



## Privacy and security of personal health information

### Policy

As an Australian-based organisation, any data and information collected is held, used and disclosed in accordance with the *Privacy Act 1988*.

‘Personal health information’ is a particular subset of personal information and can include any information collected about a person in order to provide a health service.

The information we collect about a patient can include medical details, family information, name, address, employment and other demographic data, past medical and social history, current health issues and future medical care, Medicare number, accounts details, and any health information such as a medical or personal opinion about a person’s health, disability or health status.

Personal health information also includes the formal health record (written or electronic) and information held or recorded on any other medium (e.g., letter, facsimile, electronic, verbal).

Our practice has appointed a designated person with primary responsibility for the practice’s electronic systems, computer security and adherence to protocols in accordance with **Section 6.2 - Computer information security**. This responsibility is documented in their position description. Specific tasks may be delegated to others and this person works in consultation with the privacy officer.

Our security policies and procedures regarding the confidentiality of patient health records and other personal information are documented and our practice team are informed about these at induction and when updates or changes occur.

The practice team can describe how we correctly identify our patients using three (3) patient identifiers in accordance with **Section 7.6 - Patient identification** to ascertain we have selected the correct patient record before entering or actioning anything from that record.

For each patient we have an individual patient health record containing all clinical information held by our practice relating to that patient. Our practice ensures the protection of all information contained within these files. Our patient health records are accessed only by an appropriate team member as required, and we ensure information held about the patient in different records (e.g., at a residential aged care facility) is available when required.

If a breach of privacy occurs within our practice, we have processes in place to ensure this breach is reported appropriately, handled quickly and effectively, and reviewed to prevent recurrence. Breaches occur if personal patient information held by the practice is accessed by or disclosed to unauthorised personnel (such as hackers, incorrect recipients or contractors visiting the practice), or is lost entirely by the practice.