

Privacy Policy

Keeping your personal information private

This policy applies to all **Encompass Health Group Services** inclusive of **Encompass Medical Centres, Health & Aged Assist (HAAA)** and **National Care Triage (NCT)** Services.

About this Policy

Encompass Health Group protects your privacy by acting in accordance with the requirements of the Australian Privacy Principles adopted in Privacy Amendment Act (Private Sector) 2000, and *Privacy Amendment Act (Enhancing Privacy Protection)* 2012 which amend the *Privacy Act* 1988 and the *Victorian Health Records Act* 2001.

This policy is to ensure that you are aware of how Encompass Health Group will collect, store, use, disclose, secure and transfer of your personal information including health information of patients who use our health care services. It describes the types of information we collect and hold and why, how to access and correct your information and how to make a privacy complaint.

Encompass Health Group is committed to providing high quality integrated comprehensive continuing care. Your records are kept strictly confidential. It is our policy to maintain the security of your information at all times and to ensure that this information is only available to authorised persons.

Australian Privacy Principles

A copy of the Australian Privacy Principles may be obtained from the Office of the Australian Information Commissioner www.oaic.gov.au

For the latest versions of the above Acts visit the ComLaw website www.comlaw.gov.au.

Your Personal and Sensitive Information

References in this policy to personal information include sensitive information.

Personal information is information, including an opinion, whether true or not and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained.

Sensitive information is a type of personal information that is afforded a higher level of protection by privacy laws. It can include health, genetic and biometric information as well as information about race or ethnic origin, political opinions, religious beliefs, sexual orientation or practices and criminal record.

The personal information we collect may include your name, date of birth, address, phone number, next of kin, emergency contact, marital status, occupation, gender, country of birth, religion, languages spoken, indigenous status, Medicare number, healthcare identifiers, health fund and insurance details, pension/ concession details, and financial information, compensation claim details, payment information such as credit card details, medical history, and or details of any care or support you may need so we can provide our services.

We may require information about your past and present needs such as your health or care needs, in order to provide services / support / healthcare. The information we collect will depend on the service we are providing to you, such as health care services, aged care services or personal care and support.

Our Medical Centres also follow the guidelines in the RACGP's Handbook for the management of health information in our general practices.

Encompass Health Group

ABN: 64167928529

Ph: 03 8545 9999 & 1300 784 781 Fax: 8545 9988

533 Blackburn Road, Mt Waverley, Victoria, 3149

PO BOX 688, Mt Waverley, Victoria, 3149

Maintaining Your Information - Quality

Encompass Health Group takes all reasonable steps to ensure that the personal information we collect is:

- Accurate, complete, well organised and legible
- Up to date
- Contain enough information to allow for the reasonable handover of information between appropriate professionals where required to ensure the continuity of your care or service.
- Contains a summary of your care and or care needs
- With your permission able to be used for reminders, follow up, check-ups and reviews
- Used and disclosed only when it is relevant
- Corrected where we are satisfied correction is required

We ask that you always keep us up to date of any changes to any of your personal information or circumstances, i.e.; care needs, health information, address /name changes or any of errors.

If you are uncertain why information is being requested, please ask a member of staff.

Remaining Anonymous

If you are accessing Encompass Health Group services and wish to remain anonymous, please talk to our staff about how your request can be accommodated where it is lawful and practicable to do so. In many instances however we need to identify you when providing our services.

How we Collect, Use & Disclose Your Information

Encompass Health Group will only collect, use, disclose information necessary for the functions or activities of the service we are providing you, including assessing and understanding your needs to provide the appropriate service.

We will only collect information from you or about you from third parties, with your consent or where you are a dependant under the age of 16 years, with the consent of an adult who may be a parent or guardian.

The collection of information will be fair, lawful and not unreasonably intrusive.

We may also use and disclose information for:

- Accreditation, quality assurance, compliance, insurance, legal and regulatory obligations
- Billing and collection of professional fees
- Communicating with practice staff, specialists and other service providers regarding service provision/ diagnosis/ treatment/ support or care
- Healthcare and preventative action
- Training and student education
- Service management, planning, evaluation, monitoring and improvement
- The health and safety of public, staff and individuals who attend our facilities
- Conducting patient /client surveys and responding to enquiries, feedback and complaints
- Communicating with a responsible person (e.g. parent, guardian, spouse) when the individual is incapable or cannot communicate, unless the individual has requested otherwise.
- Disseminating information about our services, products or promotions
- Verifying the identity of users to various log in areas of our websites

You have a right to privacy and confidentiality. We require your consent to use this information for any of these purposes.

Storage and Security

We will take all reasonable steps to protect and secure your personal and health information from loss, misuse and unauthorised access and ensure that your information is kept secure from misuse, interference, loss, unauthorised access, damage, destruction, modification and reproduction or copying.

We will neither use, disclose nor permit employees, agents, contractors or related companies to collect, access, use or disclose any person any information received in connection with our services, health or otherwise, without your consent.

We store personal and health information in both electronic and in hard copy/paper form, both at our own premises and with the assistance of our service providers. We implement a range of measures to protect the security of that personal information.

Encompass Health Group requires our staff to maintain confidentiality. We impose security measures for document storage and access to our computer systems.

Personal and health information is retained for the period determined by applicable Australian laws after which it is de-identified and disposed of in a secure manner.

Access to your information

You have a right of access to your personal information. Access to your personal and health information has to satisfy our identification requirements.

You may request details of your information, or about any dependant aged less than 16 years, or about any dependant of impaired capacity, by making a 'Request for Access to Personal Information'.

An administration fee may apply for the provision of this information to cover our costs. We will inform you of this fee at the time a request is made.

If Encompass Health Group refuses a request for access, a written explanation will be provided to you including our reasons e.g. if legislation prevents certain information from being disclosed to you, and explain how you can complain if you are not satisfied.

Correction to your information

A request to correct personal information can be made at any time by contacting us. If you become aware that any of your personal information is inaccurate, incomplete or out-of-date following an access request, or because your circumstances have changed, please inform us so that we can update our records.

We will correct any personal information that is not correct.

There may be circumstances in which we may have to refuse a request for correction. If this happens, we will notify you in writing of our reasons for the refusal and explain how you can complain if you are not satisfied. If we refuse to make a correction, we will take reasonable steps to note the information, which in your opinion, is not accurate, complete or up-to-date.

Direct Marketing

Encompass Health group does not engage in direct marketing.

Cross Border Disclosures

Your information, health or otherwise, will not ordinarily be transferred to a foreign country unless your written consent is provided and where the country receiving information has similar privacy protection laws (or a scheme) with regard to how your information is held or used.

Resolving concerns about the privacy of your information

Encompass Health Group appreciates all feedback about the services we provide and the manner in which they are delivered.

We use feedback to continually improve the quality of services we provide. Your feedback is confidential and will not affect your care or services.

If you have questions, feedback or concerns about privacy, please speak with a member of Encompass Health Group, the manager in charge of your service, or our Privacy Manager.

We assure you of our commitment to discuss any concerns you may have, and to address them promptly and courteously.

Complaints

You may complain to us at any time about any alleged breaches of privacy or if you have any concerns arising from the way we use your personal information.

Where the staff member is not able to respond to your question or complaint to your satisfaction, you may contact:

Encompass Health Group Privacy Officer
Phone: 1300 784 781
PO Box 688, Mount Waverley VIC 3149
www.encompasshealthgroup.com.au

If you are not satisfied that Encompass Health Group has resolved your complaint, you have the right to make a complaint to:

Office of the Australian Information Commissioner (OAIC)
www.oaic.gov.au
Phone: 1300 363 992
GPO Box 5218, Sydney NSW 2001

For a complaint regarding the handling of health information, you may contact the relevant health complaints authority in your State.