

Westside Physiotherapy Privacy Information



Westside Physiotherapy are committed to protecting the privacy of patient information and to handling personal information in a responsible manner in accordance with the Privacy Act 1988.

Westside Physiotherapy collect information that is necessary and relevant to provide clients with medical care and treatment, and to manage the medical practice - Personal Information is treated as strictly private and confidential. Wherever practicable information will be collected personally from the client. This information may include:-

- Client name
- Address
- Date of birth
- Gender
- Health information
- Credit card and/or direct debit details
- If applicable Medicare card details, Private Health Fund information or relevant information required for Department of Veterans Affairs or National Disability Insurance Scheme funded services.

Information may also need to be collected from other sources such as treating specialists, radiologists, pathologists, hospitals, other health care providers, and the Myhealth record system. Personal Information is stored on Westside Physiotherapy's secure computer medical records system and/or in handwritten medical records in secure filing system.

Personal Information will only be used or disclosed for purposes directly related to a client's care and treatment, or in ways that you would reasonably expect for a client's ongoing care and treatment. For example, a request for x-rays. There are circumstances where it may be permitted or required by law to disclose a client's personal information to third parties. For example, to Medicare, Police, insurers, solicitors, government regulatory bodies, tribunals, courts of law, hospitals, debt collection agents, the electronic transfer of prescriptions service or to the Myhealth record system.

If at anytime you believe information held about you is not accurate, complete or up to date, you will need to contact Westside Physiotherapy in writing to advise of what information needs updating. If you would like to request to access your medical records you will also need to put this request in writing.

If you wish to make a complaint regarding privacy of your personal information please direct this complaint in writing and we will attempt to resolve the matter. If you are unsatisfied with the response you can make an application to the Office of the Australian Information Commissioner - visit www.oaic.gov.au or phone 1300 363 992 for more information.

Any queries, complaints, requests for access to medical records are to be directed to:

Libby Harrison - Westside Physiotherapy
20 Eyre Highway, Port Augusta West SA 5700
Phone: 08 7610 8242
Email: westsidephysiotherapy@gmail.com