

PRIVACY POLICY

Alexandra Diggles is committed to ensuring the privacy and confidentiality of all personal information. The point of contact for any queries regarding this policy is the Practice Principal via email at info@alexandradiggles.com

Alexandra Diggles follows the terms and conditions of privacy and confidentiality in accordance to the Australian Privacy Principles (APPs) as per schedule 1 of the Privacy Amendment (Enhancing *Privacy Protection*) Act 2012 (Cth), forming part of the Privacy Act 1988 (*the Act*).

Collection of Information

- Information is only collected from patients that helps provide you with the best possible health care. This is to ensure that any information that is held is accurate, complete and up to date.
- By collecting your information allows the physiotherapist to assess and diagnose your health problem, then plan and implement the most appropriate treatment for your health needs. The physiotherapist needs to ask questions and to access your health information for this, which is vital for the physiotherapist to ensure you are provided the right treatment for the right diagnosis.
- This information will in most circumstances be collected directly from the patient via administrative forms, administrative phone calls, medical referrals and consults, face to face consultation etc.
- Alexandra Diggles may need to collect personal information about a patient from a third party source such as a relative, government agencies such as worker's compensation or Department of Veteran Affairs (DVA), Solicitors/Lawyers or other health service providers. This will only be conducted if the patient has provided consent to Alexandra Diggles to

collect his/her information from a third party source; or, where it is not reasonable or practical for Alexandra Diggles to collect this information directly from that patient.

- This may include where:
 - the patient's health is potentially at risk and his/her personal information is needed to provide them with emergency medical treatment.
- The type of personal and sensitive information collected may include the following:
 - Name
 - Date of birth
 - Mailing and street address
 - Email address
 - Contact numbers
 - Health fund details
 - Medicare card number
 - Medical history
 - Occupation and employer
 - Lifestyle and hobbies
 - Bank and credit card details
 - Details of products you have purchased both online and in person from our clinics; and
 - Any information that relates to you, that you provide to us directly through our website, email, written letters and phone conversations.
- Further purposes for us in collecting personal information include:
 - Administrative purpose in running the clinics
 - Billing purposes
 - Accreditation and quality assurance activities to improve individual and community health care and practice management
 - Direct Marketing purposes, mail and email reminders
 - For the purposes of research and statistical analysis.
 - To comply with any legislative or regulatory requirements

- Sending communication to you about our products and services
 - Advise you if a clinic will be closing down, merging or relocating
- Occasionally Alexandra Diggles may be involved in research on health issues. If any data from this practice is used in research, it will not include information which identifies patients, unless special circumstances apply. As part of your initial consent, you will be asked for your consent to being contacted for research and/or your de-identified material being used for research purposes.
 - In special circumstances where identifying data is included for research, I will seek your permission and provide you with further details of how your information is to be used prior to the release of this information.
- Your personal information will not be sold, traded, or rented to others. It may be shared as generic aggregated demographic information, or de-identified health records, not linked to any personal information, with our business partners, or trusted affiliates.
- Health information from this practice is sometimes used for Quality Assurance or Clinical Audit activities, which helps improve the treatment and service provided. Data used for these purposes is normally de-identified to protect the privacy of our patients.

Use and disclosure of your information.

- This practice guarantees to treat your confidential information responsibly and ethically at all times. You are not obliged to provide any details to us, however, failure to do so may result in us being unable to provide the services to you due to lack of information.
- If there is a need to disclose information about you to people other than those associated with your treatment, your permission will be sought first.
- After an initial appointment and approval of consent to disclose, it is standard practice for your referrer and GP to receive a summary of the findings and treatment plan and then at other times throughout your care as needed. This is a legal requirement of

receiving Medicare subsidy as part of a GP management plan. I am happy to discuss the procedures with you, and to amend any inaccuracies in your records.

Security of Information

- This practice has systems in place to protect the security of our health records. Nobody other than our staff has access to these records. Health records are kept in a secure location and no unauthorised person has access to them.
- Records of patients who no longer attend this practice are destroyed or permanently de-identified when no longer needed.

Request of your health record

If you would like to discuss any aspects of our privacy policy, or review your health records, please advise your treating physiotherapist and provide a request in writing to info@alexandradiggles.com.

- You can request access to your health information. If you believe that any information about you is incorrect or out of date, you may request that the information is corrected that. Your request is however subject to several exceptions allowable by law. If you are denied access to your information a written response outlining the reason will be provided to you. At all times the clinic will retain a copy of your health record.
- Your personal information will not be released unless a consent form has been signed, received and processed by Alexandra Diggles. Your personal information is only disclosed in accordance with the Privacy Act.

Complaint Procedure

- As a responsible health provider, I hope to provide initial support for you during any concern or complaint. I take all concerns seriously and will respond in an appropriate time frame to your concern. Concerns can be made in writing to info@alexandradiggles.com

Alexandra Diggles

www.alexandradiggles.com

Email: info@alexandradiggles.com

Consulting at Indooroopilly and Kangaroo Point

ABN: 54 871 523

- If you are not satisfied with our response to your concern or complaint, you can refer your complaint to the Australian Health Professional Regulation Authority. For issues of privacy, you can contact the Office of the Australian Information Commissioner.

Website and Media Information Disclaimer:

- Although every effort has been made to provide complete and accurate information, Alexandra Diggles makes no warranties, express or implied, or representations as to the accuracy of content on this website (www.alexandradiggles.com) or on its social networks.
- Alexandra Diggles assumes no liability or responsibility for any errors or omissions in the information contained in the website or its social networks or the operation of the website or its social networks.
- By using the Alexandra Diggles website or its social networks, you assume all risks associated with the use of this site including any risk of your computer, software or data being damaged by a virus, software, or any other files which might be transmitted or activated via the Alexandra Diggles website or its social networks. Alexandra Diggles expressly disclaims any liability for any special, incidental, or consequential damages, including without limitation, lost revenues, or lost profits, resulting from the use or misuse of the information contained in the website or its social networks.
- The information provided on this website is provided for information purposes only. You must not rely on the information on this website as an alternative to medical advice from your doctor or other professional healthcare provider.
- Without prejudice to the generality of the foregoing paragraph, it is not assumed or represented that the medical information on this website:
 - (a) will be constantly available, or available at all; or
 - (b) is complete, true, accurate, up to date or non-misleading.
- If you have any specific questions about any medical matter, you should consult your doctor or other professional healthcare provider.
- You should never delay seeking medical advice, disregard medical advice or discontinue medical treatment because of information on this website. If you have any concerns about your health, consult your general practitioner. Information provided on this website does not

imply endorsement of third-party services or products and cannot provide you with health and medical advice.

- Nothing in this medical disclaimer will:
 - (a) limit or exclude our liability for death or personal injury resulting from negligence;
 - (b) limit or exclude our liability for fraud or fraudulent misrepresentation;
 - (c) limit any of our liabilities in any way that is not permitted under applicable law; or
 - (d) exclude any of our liabilities that may not be excluded under applicable law.

PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights

1. Every patient has rights regarding their treatment and service provided.
2. You are free to seek a second opinion. You are able to request to seek a second opinion. I am very happy to be in contact with them if desired.
3. You are free to provide written or verbal feedback. I am happy to hear comments on how the service can be improved. Email feedback to info@alexandradiggles.com
4. You may refuse treatment at any time and you have the right to know all risks and benefits or all treatment options. You may ask about alternative treatment options also and can request information on this as well.
5. Alexandra Diggles will provide a copy of your records upon request as per our privacy policy.
6. Alexandra Diggles will uphold your privacy and confidentiality at all times. Please see below for our detailed Privacy Policy.
7. Alexandra Diggles will gain your informed consent on treatment/s and cost.
8. Alexandra Diggles will uphold your rights. You will receive the highest quality of care and will not be discriminated against on the basis of gender, age, sexual preference, and ethnicity or cultural/religious beliefs.
9. If you have any further questions or would like to speak to someone about any of these rights, please feel free to contact via email info@alexandradiggles.com

Patient Responsibilities

1. Early during your management, you and your physiotherapist will determine the goals to be achieved and the treatment pathway that will get you there.
2. Please read all patient information provided so you are aware of our disclosure policy, pricing, late notice, and failure to attend appointment processes.
3. It is your responsibility that all services and products are paid in full at the time of service.
4. Please notify the service of any changes to your contact details, or your health status as this may impact upon your treatment.

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