

PRIVACY POLICY

Castlereagh Imaging respects and upholds your rights to privacy protection under the National Privacy Principles contained in the Privacy Act 1988. The National Privacy Principles were introduced on 21st December 2001. This policy describes how Castlereagh Imaging manage any personal information we have about you.

WHAT PERSONAL INFORMATION DOES CASTLEREAGH IMAGING HOLD?

Castlereagh Imaging may hold the following information about you.

- Name, address, telephone numbers
- Date of Birth
- E-mail address
- Occupation
- Health information
- Referring doctor
- Medicare number
- Pension or Health Care Card number
- DVA number
- Transaction details associated with services we have provided you
- Any other information which you have provided us
- Any information you provided us through patient surveys

Castlereagh Imaging will destroy or de-identify personal information due to redundancy after its legal obligations to retain the information have expired.

HOW IS PERSONAL INFORMATION COLLECTED?

Where possible Castlereagh Imaging collects your personal information directly from you. However, personal information may also be collected by us from other sources. We may collect personal information about you from your referring doctor or other health care provider.

WHAT DOES CASTLEREAGH IMAGING DO WITH YOUR PERSONAL INFORMATION?

We use personal information about you:

- To provide medical treatment and care to you
- To provide information to Medical Practitioners, Registered Nurses and other Allied Health Professionals who provide treatment and ongoing care
- To assist with any calls you make to us



- For our internal administrative requirements, including management purposes, service monitoring, planning, evaluation and accreditation activities
- To process billing associated with the service we have provided you
- For internal procedure reporting in a de-identified form
- To provide data in both identified and de-identified form to State and Federal Government agencies in compliance with numerous legislative requirements (eg BreastScreen, Cancer Council, National Health and Medical Research Council)
- For quality assurance and clinical audit activities where we seek to evaluate and improve the delivery of a particular aspect of our service
- For complaint handling and defence of anticipated or existing legal activities

- To our insurers, brokers, lawyers and other experts for the purposes of addressing liability indemnity arrangements or to obtain advice as to our legal or other obligations
- For planning and evaluation of accreditation activities with our professional bodies such as RANZCR.
- For provision to you of further information about advances in medical imaging and treatment options
- If lawfully instructed to reveal information

And with your consent

- For research and teaching
- For training and education
- To conduct marketing research

DISCLOSURE OF PERSONAL INFORMATION TO THIRD PARTIES

In certain circumstances, we may disclose personal information to third parties

We may disclose personal information to your referring doctor, general practitioner and other health service providers, in providing medical treatment and care to you. We may also disclose personal information to other institutions for purposes directly associated with your treatment. For example we may provide personal information to Medicare for billing, processing of claims and audit purposes.

In cases where a Medical Practitioner requests a copy of your imaging report, and our staff are satisfied that the Practitioner is currently treating you, we will release that report to the Practitioner without specifically requesting your consent. This is to prevent any undue delay in your treatment.

Sometimes we are required by law to disclose your personal information. For example, we may disclose your personal information to a Court in response to a subpoena.

Where you are physically or legally incapable of giving consent or unable to communicate your consent to disclose, we may disclose personal information to a responsible person as defined in the Privacy Act, 1998, if disclosure is necessary to provide appropriate care or treatment to you for compassionate reasons, provided that disclosure is not contrary to any wish you may have expressed prior to becoming unable to communicate consent.

Where necessary, we may disclose personal information to contractors or agents that we may engage for internal administrative requirements. For example personal information may be disclosed to IT contractors in upgrading or fixing IT problems with our computer systems. We may disclose personal information to RANZCR or other professional bodies for accreditation purposes. We will not release any personal information without first ensuring that it is necessary and that the third party also has privacy compliance systems in place.

Except in circumstances of a medical emergency, during the normal course of professional communication and as required by law, medical records shall not, without your express written consent, be released to persons other than yourself. Where appropriate, the consent of a patient's legally appointed guardian or attorney may be sufficient.

STORAGE OF INFORMATION

Castlereagh Imaging stores personal information:

- Contained in paper based and other hard copy documents located securely within the practice. All practices have security alarms which are in operation outside business hours
- Contained in electronic records in a secure environment
- Archived to dedicated storage facilities

Such records are only accessible by those persons who require access to the personal information for the purpose of carrying out their employment activities.

OPENESS AND ACCESS

You may request access to personal information we hold about you by completing a "Request to Access Patient Record" Form. If you wish to access the records, please contact the Privacy Officer, who will arrange for the appropriate form to be provided to you. Where we hold information that you are entitled to access, we will endeavour to provide you with a suitable range of



choices as to how you may access the record. This includes allowing you to personally inspect the record, take notes or copy the record or you may request us to forward a copy of the record to you. We will endeavour to process any request within 30 days of having received your request. We are entitled by law to charge you a reasonable fee for collating, copying and providing you with access to the records.

Castlereagh Imaging may refuse access to records in a number of circumstances. If we deny your request for access to personal information then we will give you our reasons for denial in writing.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request amendment of it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the personal information stating that you disagree with it.

Any questions about this policy, or any complaint regarding treatment of your privacy by Castlereagh Imaging, should also be made in writing to the address below.

**THE BUSINESS MANAGER
CASTLEREAGH IMAGING
PO BOX 84
WESTMEAD NSW 2145**

**PH 02 9806 0600
FAX 02 9806 0077**

MISCELLANEOUS

In this policy “personal information” and “health information” have the same meaning under the Privacy Act.

We regularly review our policies and procedures to keep up to date with best practices and changes in the law and technology. This Privacy Policy was last updated on 11TH June 2008.

Ref: AMA Guidelines for Doctors on Providing patient Access to Medical Records.