



Privacy Policy

Introduction

Specialist Anaesthetic Services is committed to protecting the privacy of patient information and handling your personal information in a responsible manner in accordance with the Privacy Act 1988 and the Australian Privacy Principles.

This Privacy Policy explains how we collect, use and disclose your personal information, how you may access that information and how you may seek the correction of any information. It also explains how you may make a complaint about a breach of privacy legislation.

This Privacy Policy is current and is reviewed annually. From time to time, we may make changes to our policy, processes and systems in relation to how we handle your personal information. We will update this Privacy Policy to reflect on any changes. Those changes will be available on our website.

Collection

We collect necessary and relevant information to provide you with medical care and treatment. This information may include your name, address, date of birth, gender, health information, credit card and direct debit details and contact details. This information may be stored on our computer medical records system and/or in handwritten medical records.

We may also need to collect information from other sources such as treating specialists, radiologists, pathologists, hospitals, other health care providers.

We collect information in various ways, such as over the phone, or in writing, in person in our practice. This information may be collected by medical and non-medical staff.

In emergency situations we may also need to collect information from your relatives or next of Kin.

We may be required by law to retain medical records for certain periods of time depending on your age at the time we provide services.

Use and Disclosure of Personal Information

We will treat your personal information as strictly private and confidential. We will only use or disclose it for purposes directly related to your care and treatment, or in ways that you would reasonably expect that we may use it for your ongoing care and treatment. For example, the disclosure of blood test results to your specialist or requests for x-rays.

There are circumstances where we may be permitted or required by law to disclose your personal information to your treating Surgeons(s), Medicare, Police, Insurers, Solicitors, Government regulatory bodies, tribunals, courts of law, hospitals, and debt collection agents.

We may disclose information about you to outside contractors to carry out activities on our behalf such as an IT service provider, solicitor, or debt collection agent. We impose security and confidentiality requirements on how they handle your personal information. Outside contractors are required not to use information about you for any purpose except for those activities we have asked them to perform.

Data Quality and Security

We will endeavor to ensure that your personal information is accurate, complete, up to date and relevant.

We request that you let us know if any of the information we hold about you is incorrect or out of date.

Personal information that we hold is protected by:

- securing our premises,
- placing passwords and varying access levels on databases to limit access and protect electronic information from unauthorised interference that complies with the Australian Privacy Principles.

Access

You are entitled to request access to your medical records. We request that you put your request in writing and we will respond to it within a reasonable time.

We may deny access to your medical records in certain circumstances permitted by law, for example, if disclosure may cause a serious threat to your health or safety. We will always tell you why access is denied and the options you have to respond to our decision.

Complaints

If you have a complaint about the privacy of your personal information, we request that you contact us in writing at jo@sas.net.au. Upon receipt of a complaint, we will consider the details and attempt to resolve it in accordance with our complaints handling procedures.

If you are dissatisfied with our handling of a complaint or the outcome you may make an application to the Office of the Australian Information Commissioner (OAIC) <https://www.oaic.gov.au/privacy/privacy-complaints>

Overseas Transfer of Data

We will not transfer your personal information to an overseas recipient unless we have your consent, or we are required to do so by law.

Policy Review

September 2024