

PRIVACY POLICY – FOR PATIENTS

St Peters Dental Clinic Privacy Policy – for Patients

Our commitment to privacy

Our practice is committed to safeguarding the personal information of patients and staff in line with our obligations under Commonwealth legislation (such as the *Privacy Act 1988*: see [Guide to health privacy - Home \(oaic.gov.au\)](#)) as well as adhering to guidelines set by industry regulatory bodies such as the Dental Board of Australia.

What information do we collect about patients and why?

Administrative data

Our practice collects administrative data for accounting purposes, including *name, phone number, contact address/billing address, private health care fund and number, Medicare number* (if required for government-sponsored programs), *financial records of accounts and payments* (kept for five years, as required by the Australian Taxation Office), *insurance claims records, work related injuries* (records kept for five years as required under WHS legislation), *complaints*.

Dental records

We keep detailed dental records including *drug sensitivities, diagnostic tests, examination history, treatment, advice, referrals, communications with laboratories and other practitioners, x-rays etc.* to help us provide appropriate ongoing care. We may obtain this information from other practitioners or we may share this information with other practitioners with your consent as part of this ongoing care. Personal details are verified regularly and treatment records are updated at every consultation. We may add a note to health records retrospectively but we do not change records. For a detailed list of documentation please ask for a copy of **Appendix 1**.

Website Usage Data

Usage Data is collected automatically when using the website. We use Cookies and similar tracking technologies to track the activity on our website and store certain information. For more information about the cookies we use and your choices regarding cookies, please visit the IT section of our Privacy Policy in **Appendix 2**.

Who else may see the information?

We may use patient information to discuss treatment with other practitioners. We may use it in a de-identified form for academic purposes, or with insurance officers or lawyers where the treatment relates to an Insurance claim or complaint.

Health Identifiers

The practice will not adopt, use or disclose an identifier assigned by any government agency except health care identifiers for purposes permitted under the *Healthcare Identifiers Act (2010)* (Cwth).

PRIVACY POLICY – FOR PATIENTS

St Peters Dental Clinic Privacy Policy – for Patients

Access and correction

Patients and staff may request access to their information or make changes to their information at any time except where we consider there is a sound reason under the Privacy Act or other legislation. We may charge to recover costs in providing access to electronic or paper records.

We aim to use accurate, current and complete information and we will make reasonable attempts to correct inaccurate information or dispose of any unsolicited information or information no longer required.

Anonymity

You may provide a pseudonym for emergency treatment if it is paid in full at the time of treatment. However, anonymous treatment is not practical for ongoing care or if other practitioners or diagnostic records are required, or for Medicare funded/insurance-funded services. We may also refuse to provide anonymous treatment if it is impractical due to our legal requirements to report child abuse or to manage substance abuse.

How safe is your information?

Our practice takes all reasonable steps to protect your personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

However, we cannot guarantee its absolute security as no method of transmission over the Internet, or method of electronic storage is 100% secure. See our privacy policy in relation to IT and web site privacy in **Appendix 2**.

Complaints

If you have a complaint about the way in which your information is handled contact the Practice Privacy Officer Dr Jane Boroky. Contact the Privacy Commissioner if you are not satisfied with the response after 30 (thirty) days at [Privacy complaints | OAIC](#).

Please sign to agree to our privacy policy and to receive SMS messages with appointment reminders.

Patient Name _____ Signature _____

Date _____

PRIVACY POLICY – FOR PATIENTS

St Peters Dental Clinic Privacy Policy – for Patients

APPENDIX 1

Guidelines on Dental Clinical Records

Clinical records should include –

- i. Date of visit
- ii. Identifying details of the practitioner providing treatment
- iii. Information about the type of examination conducted
- iv. The presenting complaint
- v. Relevant history
- vi. Clinical findings and observations
- vii. Diagnosis
- viii. Treatment plans and alternatives
- ix. Consent of the patient, client or consumer
- x. All procedures conducted
- xi. Instrument batch tracking control identification where relevant
- xii. Medicines/drugs prescribed, administered or supplied or any other therapeutic agent used (name, quantity, dose, instructions)
- xiii. Details of advice provided
- xiv. Unusual sequence of treatment
- xv. Radiographs and other relevant diagnostic data (digital radiographs must be readily transferable and available in high definition)
- xvi. Other digital information including CAD-CAM restoration files
- xvii. Instructions to and communications with laboratories
- xviii. Referrals
- xix. Relevant communication with or about the patient
- xx. Details of anyone contributing to the dental record
- xxi. Estimates or quotations of fees
- xxii. Records of complaints should there be any.

PRIVACY POLICY – FOR PATIENTS

St Peters Dental Clinic Privacy Policy – for Patients

APPENDIX 2

IT and Personal Privacy

We endeavour to ensure your personal information is protected at all times and manage our IT systems with appropriate processes and systems to ensure data is not lost. If we store data offsite (eg in Cloud facilities) we only use facilities that comply with the Australian Privacy Principles. We will not transfer personal information to anyone in a foreign country for any other reason without prior written consent.

Please make sure you advise staff if you do not wish your records to be recorded, stored or transferred electronically.

Email

Your email address is recorded if you send us a message, or you provide us with your email address. We will not share it or use it for any other purposes other than for which you have provided it. We will seek your consent if we would like to send you any information about the practice and you may opt out of receiving information from us.

We are sometimes required to send clinical information about patients via email, fax or secure messaging (for example, if you are referred to a medical or dental specialist for part of your treatment).

Website

Website Usage Data is collected by our Internet Service Provider when you access our website.

Usage Data may include information such as your device's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our website that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When you access the website by or through a mobile device, we may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

We may also collect information that your browser sends whenever you visit our website or when you access the website by or through a mobile device.

We use Cookies and similar tracking technologies to track the activity on our website and store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyse our service. The technologies we use may include:

Cookies or Browser Cookies. A cookie is a small file placed on your device. You can instruct your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if you do not accept Cookies, you may not be able to use some parts of our website. Unless you have adjusted your browser setting so that it will refuse Cookies, our website may use Cookies.

Web Beacons. Certain sections of our website and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit us, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of a certain section and verifying system and server integrity).

Cookies can be "Persistent" or "Session" Cookies. Persistent Cookies remain on your personal computer or mobile device when you go offline, while Session Cookies are deleted as soon as you close your web browser.

We use both Session and Persistent Cookies for the purposes set out below:

Necessary / Essential Cookies

Purpose: These Session Cookies are essential to provide you with services available through the website and to enable you to use some of its features. They help to authenticate users and prevent fraudulent use of accounts. Without these Cookies, the services that you have ask for cannot be provided, and we only use these Cookies to provide you with those services.

Notice Acceptance Cookies

Purpose: These are Persistent Cookies and identify if users have accepted the use of cookies on the website.

Functionality Cookies

Purpose: These Persistent Cookies allow us to remember choices you make when you use the website, such as remembering your login details or language preference. The purpose of these Cookies is to provide you with a more personal experience and to avoid you having to re-enter your preferences every time you use the website.

Links to Other Websites

Our website may contain links to other websites that are not operated by us. If You click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.