



## **Our practice respects and takes your privacy seriously.**

The Kingston Beach Dental Privacy Policy outlines how we use and manage your health information. A summary is available for patients to access in our waiting room.

In accordance with the *Commonwealth Privacy Act 1988*, the *Dental Board of Australia's Code of Conduct for Registered Health Practitioners*, the *Australian Privacy Principles*, and the *Tasmanian Charter of Health Rights and Responsibilities*, a patient can expect that their personal, health and other information will be collected, used, disclosed and stored in accordance with relevant laws about privacy, and that this information will remain confidential unless the law allows or requires disclosure, or the patient directs us to release the information.

### **Collection and use of information**

All health information collected from the patient will be used for the purposes of providing dental treatment. Personal information such as name, address, contact details, health insurance and financial details will be used for processing payments, addressing accounts to the patient, collecting unpaid invoices via an external collection agency and to contact the patient about our services and any issues affecting their treatment.

As this practice is an Accredited dental practice, some of your details may be released to the accrediting agency. The accreditation agency is bound by the *Privacy Act*. We will de-identify any information used for research, evaluation and bench-marking purposes.

### **Data Quality**

Kingston Beach Dental takes steps to ensure that the health information we collect is accurate, up-to-date and complete. These steps include maintaining and updating personal and health information when you attend Kingston Beach Dental or when you advise us that your personal information has changed.

### **Data Security**

Kingston Beach Dental keeps hard-copy and electronic records. Patient history, treatment records, x-rays, images and any other material relevant to treatment are kept and remain in a secure, password-protected environment. Hard-copy records are kept in locked files and there are security processes in place regarding computer access. Electronic data is backed up and stored securely off-site. Traffic to and from our server is monitored.

### **Disclosure**

We may disclose a patient's health information to other health care professionals and specialists; health funds or debt collection agencies; or require it from them if, in our judgement, it is necessary in the context of the patient's treatment; for administrative purposes or record keeping; or if it is required by law.

### **Non-disclosure**

If you choose not to provide us with information relevant to your care, we may not be able to provide a service to you, or the service we are asked to provide may not be appropriate for your needs. Importantly, you could suffer some harm or other adverse outcome if you do not provide information relevant to your care.



### **Staff responsibilities**

All staff employed at Kingston Beach Dental are required to undergo training to understand their responsibilities in maintaining your privacy and to sign a confidentiality agreement to protect your personal information.

### **Access and requests for information**

Patients have the right to access dental or personal information held about them by this practice unless we consider there is a sound reason under the *Privacy Act*, or other relevant law to withhold the information.

Requests for access by a patient to their dental records must be in writing and directed to the Practice Dental Principal, Dr Martyn Sweet, by completing a Request for Access to Patient Dental Records Form which contains 3 patient identifiers.

Requests for access will be acknowledged within 3 days of the receipt of the request.

Where it is not possible for access to be granted within 30 days, the patient will be notified/advised when and if access will be granted.

Where access is refused, the patient will be advised in writing of the reasons for refusal. This will include any information about other means by which access may be facilitated. A patient will not be permitted to remove any of the contents of their dental file from Kingston Beach Dental, nor will they be permitted to alter or erase information contained in the dental record. However, if any of the information we have about a patient is inaccurate, a patient is encouraged to ask us to alter their records accordingly, in writing.

Patients may request in writing that their records are provided to another dental practice or healthcare provider by completing a Records Request form at the location. This form is to be provided by the new healthcare provider and sent to Kingston Beach Dental.

If a patient, or authorised person, is collecting a copy of dental records, they may be required to provide photographic identification.

After a period of 7 years (and if you attended Kingston Beach Dental as a child, you have reached the age of 25) we may destroy your records in accordance with applicable laws.

### **Complaints**

If you suspect that there has been a breach of your privacy, you can make a complaint in writing or by phone to the Practice Manager, Felicity Sweet.

We take complaints seriously and will attend to your complaint promptly, following our complaint handling procedure.

Any appropriate corrective action required to manage the breach will be taken and preventative actions to prevent a future breach will be implemented, in accordance with the guidelines of the Office of the Australian Information Commissioner and the Health Complaints Commissioner.