

Suggestions, Concerns & Complaints

All suggestions, concerns and complaints are treated with respect.

If you have any suggestions, concerns or complaints, please contact the Practice Manager or the CEO during business hours.

If not resolved, please contact:

Health and Community Services

Complaints Commissioner

Toll Free phone: 1800 232 007

Website: www.hcsc.sa.gov.au

Privacy and Confidentiality

PLAHS securely stores your information .

All information collected is to provide you with the best possible healthcare.

All PLAHS staff have signed Confidentiality Agreements and are obligated to never share any information about PLAHS clients or the business at PLAHS.



PORT LINCOLN ABORIGINAL HEALTH SERVICE INC

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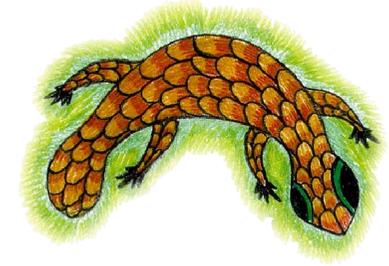
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Certificate No: QPA21-9422



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PORT LINCOLN ABORIGINAL HEALTH SERVICE INC

'Helping our people to continually improve their health status'

PLAHS PRIVACY POLICY



Introduction:

This Privacy Policy is to provide information to you, our clients, on how your personal information (which includes your health information) is collected, stored and used at PLAHS, and the circumstances in which we may share it with third parties.

Why and when your consent is necessary:

When you register as a client at PLAHS, you provide consent for our GPs and practice staff to access your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

Why PLAHS collects, uses, holds and shares your personal information?

PLAHS needs to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes.

What personal information do we collect?

The information we collect about you includes:

- Names, date of birth, addresses, contact details
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors.
- Medicare number
- Healthcare identifiers

Dealing with us anonymously

You have the right to deal with PLAHS anonymously or under a pseudonym unless it is impractical for us to do so or unless we are required or authorised by law to only deal with identified individuals.

How does PLAHS collect your personal information?

PLAHS collects your personal information:

1. When you make your first appointment PLAHS staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, we may collect further personal information.
3. We may also collect further information when you visit our website, phone PLAHS or communicate with us via PLAHS Facebook page.
4. In some circumstances, personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
 - Your guardian or responsible person
 - Other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services.
 - Your health fund, Medicare or the Department of Veteran Affairs.

Who PLAHS shares your personal information with?

We sometimes share your personal information:

- With third parties who work with PLAHS for business purposes, such as accreditation agencies or information technology providers-these third parties are required to comply with APPs and this policy.
- With other healthcare providers.
- When it is required or authorised by law (court subpoenas).
- When it is necessary to lessen or prevent a serious threat to a client's life, health or safety or public health or safety, or it is impractical to obtain the client's consent.
- To assist in locating a missing person.
- To establish, exercise or defend an equitable claim.
- For the purpose of confidential dispute resolution process.
- When there is a statutory requirement to share certain personal information (e.g. some disease require mandatory notification).
- During the course of providing medical services.

Only people that need to access your information at PLAHS will be able to do so. Other than in the course of providing medical services as otherwise described in this policy, PLAHS will not share personal information with any third party without your consent.

PLAHS will not share your personal information with anyone outside of Australia without your consent. PLAHS will not share your personal information or images for marketing any of our programs, goods or services without your express consent. If you do consent you may opt-out of direct marketing at any time by notifying PLAHS in writing.

How PLAHS stores and protects your personal information.

PLAHS stores your personal information as electronic records with paper copies and visually (your x-rays, CT scans, photos and videos). PLAHS stores all personal information securely.

How can you access your personal information at PLAHS?

You have the right to request access to and correction of, your personal information.

You can request access to your personal information at PLAHS by writing a letter to the Practice Manager and you'll receive a reply within 30 days.

PLAHS will take reasonable steps to correct your personal information where the information is not accurate or up-to-date. You will also be asked from time-to-time to verify that your personal information held by PLAHS is accurate and up-to-date. If you wish to correct or update personal information held by PLAHS please contact our Practice Manager, Kelly Carbine or email reception@plahs.org.au.

If you have a complaint about privacy at PLAHS:

- Please complete a complaint form
- See the CEO in person

OR if still not satisfied with the response:

- Contact the Office of the Australian Information Commissioner (OAIC) on 1300 336 002.

Further information www.oaic.gov.au