

# OCEAN VIEW DENTAL : Privacy Policy Patients



## Consent to collect, use and disclose personal and health information

Patient privacy is important to Ocean View Dental

Ocean View Dental is bound by the Privacy Act 1988 (Cth) and endeavours to uphold the Australian Privacy Principles in collecting, disclosing, maintaining and securing personal and health information. We will take such steps as are reasonable in the circumstances to protect your personal and health information from:

- Misuse, interference and loss, and
- Unauthorised access, modification or disclosure.

Ocean View Dental requires your consent to collect personal and health information about you. Please read this information carefully, and sign where indicated.

## Why do we collect information?

Ocean View Dental collects relevant personal and health information from you for the primary purpose of providing quality dental care and treatment.

## What information do we collect?

Ocean View Dental may collect and store the following types of personal and health information:

- Name
- Date of Birth
- Contact Details - postal and/or street address; email address/es; telephone number/s
- Family contact information
- Private health insurance information
- Information regarding other funding sources, where relevant (e.g. Child Dental Benefits Schedule, Department of Veteran's Affairs)
- Medicare number
- Information on workers compensation, motor vehicle and other accident claims, where relevant
- Details of your oral health condition and the treatment/s and service/s you have received
- Details of your general health (e.g. allergies, medications, medical conditions) and medical history that may impact the treatment you receive.

## Can you refuse to disclose your information?

You have the right to refuse to provide your information. If you choose not to provide relevant personal and/or health information it may, however, affect you receiving appropriate care and treatment.

## How will we use your information?

Ocean View Dental may use your personal and/or health information to:

- Assess your oral health
- Provide dental treatments and services to you
- Communicate with other service providers (e.g. specialist dentists, technicians, laboratories) to provide dental treatments and services to you
- Send communications requested by you
- Assist with queries you make and provide information and advice about related treatments and services

- Process payments for treatment – including private health insurance and/or Medicare claims
- Update our records and keep your contact details up to date
- Resolve complaints
- Carry out internal functions such as administration, accounting and information technology

We may also use your personal and/or health information for staff training, professional development, treatment or service development, practice planning, quality improvement and dental health research. We will use de-identified data for these purposes, unless you consent to being identified.

If we need to use your information for any other purpose, we will generally seek additional consent from you to do this, unless obtaining your consent is not practical or reasonable, and an exception under the Privacy Act 1988 applies.

### To whom may we disclose your information?

Only people who need to be able to access your information will be able to do so. Ocean View Dental may disclose your information to:

- Our dentists and practice staff – to support the provision of dental treatments and services to you
- Others involved in your dental care outside this practice (e.g. specialists, technicians, laboratories)
- Your nominated relatives in an emergency
- Government and regulatory bodies (e.g. Medicare)
- Third party health benefit providers and insurance companies to assist in the processing of claims for payment/reimbursement
- Third parties who work with our practice for business purposes
- Third parties where this is required to comply with a court/tribunal order or to meet other legislative or regulatory requirements.

### Accessing your personal and health information

You may inspect or request copies of your records at any time except where we consider there is 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.

### Altering your personal and health information

If any of the information we have about you is inaccurate, out of date, incomplete, irrelevant or misleading, you may ask us to alter our records. Please refer to our Privacy Policy for further details.

### How can you get further information about privacy issues?

Our Privacy Policy provides more detailed information – including information about resolving privacy complaints. If you would like a copy of the Policy, please ask our staff or visit our website at [www.oceanviewdental.com.au](http://www.oceanviewdental.com.au). Further information on privacy legislation can be found at

**Office of the Australian Information Commissioner**  
1300 363 992  
[www.oaic.gov.au](http://www.oaic.gov.au)

**Health and Community Services Complaints Commissioner (HCSCC)**  
South Australia – 1800 232 007  
[www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)

## Resolving concerns regarding the privacy of your health information

If you have questions or a complaint about the privacy of your personal or health information, please speak to our practice staff Dr Anna Kanter (Principal Dentist) or Jodie Mensforth (OHS representative).

We take complaints and concerns about privacy very seriously and our privacy policy provides further details on how you can lodge a privacy-related complaint and how we will seek to resolve it.

If you are unhappy with the way our practice has responded to a privacy-related complaint, you may contact to the Office of the Australian Information Commissioner (OAIC). For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.

### Please sign below to confirm that:

- 1) You agree to our collecting, using and disclosing your personal information – subject to any modifications made by you – in this way;
- 2) Please sign to agree to our privacy policy and to receive SMS or email messages with appointment reminders.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Clinical records should include –

- Date of visit
- Identifying details of the practitioner providing treatment
- Information about the type of examination conducted
- The presenting complaint
- Relevant history
- Clinical findings and observations
- Diagnosis
- Treatment Plans and alternatives
- Consent of the patient, client or consumer
- All procedures conducted
- Instruments batch tracking control identification where relevant
- Medicines/drugs prescribed, administered or supplied or any other therapeutic agent used (name, quantity, dose, instructions)
- Details of advice provided
- Unusual sequence of treatment
- Radiographs and other relevant diagnostic data (digital radiographs must be readily transferable and available in high definition)
- Other digital information including CAD-CAM restoration files
- Instructions to and communications with laboratories
- Referrals
- Relevant communication with or about the patient
- Details of anyone contributing to the dental record
- Estimates or quotations of fees
- Records of complaints should there be any.

## IT and Web Privacy

We will not send clinical information about patients via email unless it is appropriately security protected. We currently use SENDINC to encrypted all our email documentation that relates to patient's personal information.

We manage our IT systems with appropriate processes and systems to ensure data is not lost and if we store data offsite in our Cloud facility, 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.

Our website only uses session cookies and only during a search query of the website. The session cookie is destroyed at the end of your browsing session and we do not keep any identifying information.

- Neither our practice nor the Internet Service Provider identifies users of our website.
- We will only collect your email addresses 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 consent if we would like to send you any information about the practice and you may opt out of receiving information from us.