



COAST REHAB

Allied Health Services For Adults & Children

www.coastrehab.com.au



COAST REHAB PRIVACY AND DATA PROTECTION POLICY

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Your privacy

We are committed to protecting our clients and prospective client's privacy through explaining our practices, only collecting, using or sharing information that is necessary to provide our services, or with client consent, and resolving any privacy-related problems as quickly as possible.

This Privacy Statement sets out how Coast Rehab collects, uses, shares and otherwise handles and holds personal information in accordance with:

- Privacy and Data Protection Act 2014
- Health Records Act 2001
- Disability Act 2006

Our Approach to Privacy

To protect your privacy, Coast Rehab will:

- only obtain health information necessary to provide our services to you;
- take all reasonable steps to keep your health information secure;
- give you access to the information we have about you in accordance with our obligations under privacy laws;
- not disclose your personal information outside Coast Rehab except in accordance with this Privacy Statement or with your consent, unless we are legally authorised or required to do so;
- provide you with an accessible complaints mechanism;
- provide procedures and training to staff to ensure that privacy processes are followed;
- continue to review and improve our privacy practices.

Why and How We Collect and Hold Your Personal Information

Patients and prospective clients

Coast Rehab collects and retains personal information, including health information, about clients and prospective clients to provide:

- *services, which assist in providing health care to clients and prospective clients; and*
- *client-related services to referring health professionals and/or other health service providers.*

We collect personal information directly from you wherever possible, and we will usually do this when you attend our clinics, offices or other sites, but we may also obtain it by phone or email.

We may also collect information about you from third parties, including from your treating health professionals, medical specialist, and/or from pathology companies or other health services that hold your information.

If you are a client or prospective client, health information that may be collected from third parties and held by Coast Rehab includes:

- the results of any tests or procedures;
- your clinical history (e.g. medication taken, previous test results, pathology results) and other circumstances (including family, social, medical or employment history);
- information provided by your referring health professional and/or medical specialist that is necessary for the services we provide;
- information provided by other third parties (such as from a family member, authorised representative, or allied health professional (such as a physiotherapist, chiropractor, osteopath, podiatrist, dentist or nurse)); and
- payment and administrative information (such as your Medicare number and other individual health identifiers, workers compensation insurance, transport accident compensation, private health insurance or billing details).

Health professionals

We collect and hold personal information about health professionals who refer clients to us, medical specialists and hospital and clinic staff, other health service providers, individuals who supply goods and services to Coast Rehab and other individuals to facilitate our business activities and carry out our services.

Personal information is also collected from, and about, employment applicants.

How We Use Your Personal Information

If you are a client or potential client, Coast Rehab will use your personal information to:

- complete an assessment and intervention program;
- provide a specialist report to your Referring Health Professional and/or medical specialist or to third parties where required or authorised to do so (such as to a family member, authorised representative, insurer or allied health professional);
- verify your identity if you ask for a copy of a report of services provided by Coast Rehab;
- carry out internal administrative services (such as billing and collecting any outstanding debts);
- send out appointment reminders;
- notify relevant organisations (such as medical insurers and/or legal advisors) of an incident/accident, including when a claim is made against Coast Rehab;
- provide training and continuing education of professional personnel (all information is de-identified prior to this use);
- undertake quality assurance activities, practice accreditation, customer satisfaction surveys, statistical analysis and complaint handling; and
- respond to messages/enquiries you submit.
- If you are a candidate seeking employment with Coast Rehab, we will use your personal information to process your application and assess your suitability for any role.
- We may retain your information for future reference.
- If you are a health professional who refers clients to us, a medical specialist, hospital and clinic staff member, other health service provider or an individual who supplies (or is a representative of a supplier of) goods and services to Coast Rehab we will use your personal information for our legitimate business and service dealings with you.

Sharing Your Personal Information (Disclosure)

Coast Rehab shares personal information about our clients with other organisations or persons in specified circumstances.

Coast Rehab will sometimes need to share personal information with persons or organisations outside Coast Rehab for medical, insurance, legal, management and/or procedural reasons, which include:

- your Referring Health Professional, employees and other health professionals in your Referring Health Professional's clinic and any other health professional that your Referring Health Professional has asked us to copy our report to (such as your GP or another specialist);
- consultant medical specialists or other registered health professionals involved in your ongoing health care outside of Coast Rehab and who have been requested to provide further advice on your medical condition;
- hospital staff;
- registered health professionals granted access to Coast Rehab your representative(s) (e.g. a guardian, carer, translator/intermediary and/or authorised representative) unless you have told us that you do not wish us to disclose information to them;
- health services, other health professionals or enforcement bodies in situations where Coast Rehab is informed that there is a serious threat to life, health or safety;
- insurers for the purpose of benefits payable or other third parties for billing/ accounting purposes (such as Medicare, workers compensation insurers, transport accident insurers or your private health fund);
- our professional advisors (such as auditors and legal advisors);
- government and regulatory authorities and other organisations, where required or authorised by or under an Australian law;
- Research bodies

Coast Rehab will only provide your health information to research bodies where:

- it is reasonably necessary for research relevant to public health and the research cannot be undertaken by providing de-identified information;
- Coast Rehab is satisfied all requirements for privacy and confidentiality by the research body have been met and Coast Rehab reasonably believes that the research body will not further share or use the personal information;
- providing the information is in accordance with the National Health and Medical Research Council Guidelines approved under section 95A of the Privacy Act 1988 (Cth) or other relevant State/Territory Privacy Commissioner's guidelines about sharing health information for research (as applicable); and
- the research and the sharing of information has been approved by a recognised Human Research Ethics Committee.

You can contact the Coast Rehab Privacy Officer at the contact details below if you have any questions about the disclosure of your personal information, including

Coast Rehab will de-identify personal information to carry out evaluations of our service quality and timeliness, including providing the de-identified information to other parties to assist us with these activities.

Access to And Correction of Your Information

You may request access to personal information we hold about you, including reports provided by Coast Rehab. If you ask for a copy of a report of any services provided by Coast Rehab, we may request personal information (such as your NDIS Provider number, date of birth, mobile number or email address) from you to verify your identity before providing the requested information.

Coast Rehab endeavours to ensure that the personal information we collect, use and disclose is accurate, up-to-date and complete. The accuracy and completeness of that information depends on the information you provide to us. Please let us know:

if there are any errors in the information we hold; and

of any changes to your information (such as your name, address, phone number).

You may request access to, and/or correction of, your personal information by contacting Coast Rehab where your information is held.

Data Security

We take all reasonable steps to protect your personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. Records are held securely for future retrieval in accordance with applicable laws and good business practice. If Coast Rehab no longer needs, or is no longer required, to retain information, Coast Rehab will take reasonable steps to destroy the information or will ensure that the information is de-identified.

We use an online case management system (iinsight) to store all client data securely. Our systems trace, record and store indefinitely all access activity on every client file. These files are password protected.

Comprehensive employment files are kept for all team members and stored using an HR management online platform.

Complaints

If you wish to complain about how we have handled your personal information, please send your complaint to the Coast Rehab Privacy Officer at the address below. Alternatively, you can complete a Complaint Form available by contacting our office. The complaint will be investigated and a response will be sent to you as quickly as possible (generally within 21 days of receipt of the complaint). If you are not satisfied with the response, you can contact the relevant government body (eg. NDIS Quality and Safeguards Commission, iCare).

Your Privacy Is Important to Coast Rehab

Contact Details

Coast Rehab

PO Box 3380 ERINA 2250

2019 Privacy Statement – effective 22 March 2019