

Privacy Policy

Sunshine Coast Brain & Spine conforms to the National Privacy Principle of the Federal Privacy Act. Sunshine Coast Brain & Spine ensures that the information collected and stored will be used and disclosed based on the following policy.

Collection

It is essential for us to collect personal information from our patients for the purpose of providing health care services. Collection of data is also essential for associated administrative purposes.

Use & Disclosure

The confidentiality of personal information held at this practice has always been of paramount concern. Sunshine Coast Brain & Spine will only use or disclose personal patient information for the purpose of providing health care services. Occasionally there may be times we may need to disclose patient information without patient consent, such as:

- Emergency situations
- With assisting surgeons during surgery where the information is vital for the well being of the patient, the success of the procedure or the well being of the staff involved. This information may, depending on circumstances be given in the presence of the nursing staff involved
- Disclosure of information may be necessary to fulfil a medical indemnity insurance obligation
- Disclosure of information to Medicare or Private Health Funds for billing and medical rebate purposes
- Disclosure of information may be necessary for surgical audits and research purposes

However, in general, a patient's health information will not be used for any other purposes without their consent.

Data Quality

Sunshine Coast Brain & Spine will endeavour to ensure that all personal information held by this practice is maintained, used and disclosed in a form that is accurate, complete and up-to-date.

Openness

Sunshine Coast Brain & Spine has developed privacy policy outlining information on handling practices which can be made available on the patients request.

Data Security

This practice ensures that storage, use and transfer of health information will be undertaken in a secure manner that protects patient privacy. Information stored on computer is password protected and only accessible by authorised staff in this practice.

Access and Correction

Patients may request access to their personal health information held by this practice. There may be some circumstances in which unsupervised access will be restricted and in these situations reasons will be explained.

Patients who want access to Hospital records will need to contact the hospital.

Quality Assurance (QA) / Quality Improvement (QI)

Your personal information may be used in QA initiatives such as audits, surveys or patient feedback which are an integral part of all health care delivery. The primary purposes of these activities are to monitor, evaluate & maintain the high quality of health care delivered at Sunshine Coast Brain & Spine. No personal identifying information will be recorded in any reports.

Identifiers

These may be letters, numbers or symbols to identify patients with or without the use of a name (specifically Medicare Number). Sunshine Coast Brain & Spine will limit the use of identifiers assigned to patients by Government agencies to uses necessary to fulfil our obligations.

Anonymity

Patients have the right to be dealt with anonymously whenever it is lawful and practicable to do so. However, anonymity may not be practicable for Medicare and Insurance rebate purposes and may also be dangerous and harmful to the health of the patient.

Transfer of Patient Information

Sunshine Coast Brain & Spine will take the appropriate steps to ensure privacy of information is protected when it is to be sent interstate or outside of Australia.

Sensitive Information

Sunshine Coast Brain & Spine will not collect sensitive information unless the patient has consented, however this may be detrimental to the health and overall management of the patient.