



SPECIALIST
Medical & Therapy
SOLUTIONS

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Australian Privacy Policy

Privacy Statement

Specialist Medical & Therapy Solutions (SMTS) recognises the importance of privacy, confidentiality protection for all our patients and those that visit our website and our practice. This Privacy Policy will be made available to anyone who asks for it.

Our principal concern is and always will be the health of patients who visit our practice. To ensure our patients can feel confident with giving our practice information a high level of trust and confidentiality is maintained constantly.

Our already established culture of confidentiality is in line with the Federal Privacy Act, which in 2001 was amended to include the Private Health Sector throughout Australia. Our Practice obligations have no exceptions to the Privacy Act in regards to the personal information we hold in trust. Thus we can ensure that our patient's privacy will be protected when visiting our website or our practice.

Our policy is to inform you of:

- the kinds of personal information that we collect and hold;
- how we collect and hold personal information;
- the purposes for which we collect, hold, use and disclose personal information;
- how you may access your personal information and seek the correction of that information;
- how you may complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint

How we use and disclose information collected

Understanding that the information we collect both on our website and at our practice is often of a highly sensitive nature, the practice will always ensure that it is compliant with the highest privacy standards to keep all personal information secure and protected. All contractors and employees that work at and with SMTS are required to sign and comply with our comprehensive confidentiality agreement.

Your health. Our priority

To ensure our patients are provided the best treatment for medical and/or allied health services at the practice, personal health and demographic information may be collected on behalf of the practitioners or by the practitioners themselves to meet this purpose.

The personal information collected will include, but is not limited to:

- Patient's Name
- Date of Birth
- Address
- Telephone Number
- Medicare Number
- Health Care Fund
- Current Drugs/Medication or treatment used by patient
- Current and Previous medical history, including where clinically relevant, family medical history
- The Name of any health service provider or medical specialist to which the patient is referred
- Copies of any letter of referrals and any reports relating to the patient
- Results of previous tests
- Employer, Insurer, Solicitor information for compensable patients, including claim reference numbers and AHHRs completed by the therapist

Our staff are trained and required to respect and protect your privacy. We take reasonable steps to protect information held from misuse and loss and from unauthorised access, modification or disclosure. Written patient information will be stored in locked filing cabinets. Electronic Client Data is stored within secure data centres and accessible by authorised staff members only. Our staff members have signed confidentiality agreements and require user ids and passwords to access your information. Client Data may be stored outside of Australia on secure data centres. These data centres may have infrastructure in other countries and jurisdictions.

Specialist Medical & Therapy Solutions engage the necessary security mechanisms to ensure the data remains protected. We use Encryption algorithm compliant with standard AES-256 during transmission and storage. Personal information may be shared within the practice for administrative and billing purposes, and also to enable the patient to be attended to by other practitioners who provide medical and allied health services at and from our clinics.

The practice may access information:

- Provided directly by the patient to our practice or through our website
- Provided on the patient's behalf with their consent
- From health insurance or service providers / medical specialists that patients are referred to
- From health service providers who refer a patient to medical / allied health practitioners working within our clinics

Collection of personal information may be used or disclosed in the following circumstances:

- required by law
- if there is a serious threat to the health or safety of an individual or to public health and safety
- for referral of patients to other health service providers or medical specialists
- for the purpose of which the patient was advised and to provide the patient with the best health treatment.
- required for delivery of the health service to the patient

The collection and disclosure may also be used for the purposes of billing, liaising with Government departments regarding Medicare, training, to facilitate any improvements on our services at times required by SMTS, and as required by insurers.

Health information is kept for a minimum of 7 years for adults from the last occasion in which health service was provided to the patient. If the person is under the age of 18 then records must be kept until the person has attained 25 years of age.

Medical practitioners who provide services at our practices may refer patients to the following services:

- pathology services
- radiology services
- public hospitals
- private hospitals
- day procedure centres
- specialist medical practitioners and other health providers involved in the relevant patient's care which may include (but not limited to) physicians, surgeons, nurses, occupational therapists, pharmacists, physiotherapists, psychologists, dietitians, exercise physiologists, acupuncturists, podiatrists.

Information is also collected about the medical and allied health practitioners, directly from them or with their agreement, who provide services within our practice.

This information includes:

- Their Name
- Address
- Telephone number
- Qualifications and experience
- Insurance information
- Current registration details

How can you access and correct your personal information?

Subject to the exceptions set out in the Privacy Act, you may seek access to and correction of the personal information which we hold about you in accordance with our access policy. If a fee is charged for providing access, you will be advised of the cost in advance.

Website Security

Our website uses secure protocol (HTTPS) over which data is sent between your browser and our website. This means all communications between your browser and our website are encrypted. No personal data or emails are stored on our website. Users need to be aware that although we endeavour to ensure our website is as secure as possible, unfortunately no data transmission over the Internet can be guaranteed as totally secure. SMTS accept no liability for any interference or damage to a user's computer system, software or data occurring in connection to this website. We strongly recommend users take appropriate measures to ensure their computer is protected against third party interference whilst on the web.

External links to other websites

This site may contain links to external websites which SMTS add to improve the service we offer and expand upon the information readily available to you. Once a user decides to click on a link and navigate away from the SMTS, the privacy policy noted here is no longer in effect. Users are recommended to familiarise themselves with the privacy policies on these websites once they browse and interact with them.

Recommendations or views purported on these websites are not necessarily reflective of those of SMTS and its associates.

Updates to this Policy

This Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and other necessary developments.

If you wish to discuss this policy, lodge a complaint or access your information

We will take reasonable steps to protect the security of your information and comply with our legal obligations. Our staff are trained and required to respect your privacy. We take reasonable steps to protect information held from misuse and loss and from unauthorised access, modification or disclosure.

If you have any questions about privacy-related issues or wish to complain about a breach of the Australian Privacy Principles or the handling of your personal information by us, please contact our Privacy Officer. You may lodge your complaint in writing. Any complaint will be investigated and you will be notified of the making of a decision in relation to your complaint as soon as is practicable after it has been made, usually within 30 days.

Privacy Officer
c/o Practice Manager
Ground Floor 150 Lindesay Street Campbelltown NSW 2560