

PO Box 663, Marden
South Australia, 5070
Tel: 1300 368 141
Fax: 08 8336 6988
Email: office@mpot.com.au
ABN: 24 109 545 968



Privacy Statement

MPOT collects personal information from you so that we can provide you with the best possible rehabilitation program. We are committed to protecting the privacy of personal information that we collect about you.

The *Privacy Amendment (Private Sector) Act 2000*, which amends the *Privacy Act 1988*, requires us to have clear procedures for the collection, use and disclosure of your personal information. Your privacy has always been a priority for us, and this *Privacy statement* will now tell you more about:

- How and why we collect your information.
- How we protect your information.
- How we may use and disclose your personal information.
- How you can ask for access to your personal records.
- Who to contact if you have more questions about your privacy.

How and why we collect your information

We regularly collect information from our clients and we only do this with your consent (permission). We may collect information by asking you to fill in forms. We also ask questions during your consultations and write this information down for future reference. We collect only the information necessary to provide your rehabilitation program and to communicate with you (for example, to reach you by phone or mail).

Collecting and keeping this information ensures that each health care professional who is involved in your care has all the facts. We aim to keep your information accurate and up to date so that we can provide you with the best possible rehabilitation.

Occasionally, we may need to collect information without your consent. The Privacy Act allows us to do this only in very special situations. These situations include:

When we are required to collect certain information by law—for example, health professionals in certain states and territories are required to keep a record of details about an individual who they believe has a notifiable disease such as tuberculosis, Legionnaire's Disease or HIV/AIDS.

Where there may be a serious and imminent threat to your life or health, we may collect information that is necessary to lessen or remove that threat. This only applies if you are unable to provide or communicate your consent (if you are unconscious, for example).

Where it is impractical to seek consent from you, we may collect information to be used for research, management or statistical purposes.

We may also collect information about your relatives without their consent when we need this information to provide you with the best treatment and it is not practical to ask for consent to collect this information. For example, we might ask you about health problems experienced by other family members.

How we protect your information

Your personal information is stored in our central filing system and on our computer. Only authorised staff members may access and retrieve your personal information. Your information is kept secure from unauthorized access, use or loss.

How we may use and disclose your personal information

'Use' means how we handle your information *within* our organization.

'Disclosure' means transferring your information to an organization or person (called a third party) *outside* our organization.

Some of the ways in which we may use your personal information includes:

- Advising you about treatment options.
- Sending you information about safe work practices.
- Sending you accounts.
- Assisting in the everyday management of our practice.

There are certain situations where we may need to disclose (provide) your personal information to other people or organizations. Some of these situations include disclosing information to:

- Another health care professional (such as a doctor, psychologist or physiotherapist) in order to provide you with the best possible care.
- A medical expert (only for medico-legal opinion), insurer, medical defence organization, or lawyer—only to address liability indemnity arrangements.
- A lawyer for the defence of expected or existing legal proceedings.
- A clinical supervisor to assist in the management of your case.
- A person who is responsible for your care—such as your partner, carer or guardian.

Other organisations or people when there is a serious and imminent threat to an individual's life, health or safety, or there is a serious threat to public health or public safety.

The police to report suspected unlawful activity.

How you can ask for access to your personal records

Your MPOT health professional is the best source of information about your health and your treatment. Please speak to a staff member if you have any questions about your treatment.

You can request access to your medical record by writing to:

MPOT
Registered Occupational Therapists
PO Box 663
Marden SA 5070

We charge a fee for this service to cover our costs (such as staff time or photocopying). This fee will vary depending on your exact request.

If there is information in your record that is incorrect or you do not agree with, you have the right to ask for it to be changed.

Very occasionally, there are situations where we do not have to provide your medical record or all of the record. We may deny access if providing this information could cause a serious threat to life or health of any individual, affect the privacy of others, or affect an existing or expected legal case. There may be some cases where providing you with your medical record is against the law or where we must deny access to comply with the law. We do not need to comply with frivolous or excessive requests.

Who to contact if you have more questions about your privacy

If you would like more information about MPOT's privacy policy or about accessing your medical records, please contact us by phone on 1300 368 141 or by writing to us at PO Box 663 Marden SA 5070.