

# Alison Marriott, Speech Pathologist

## Privacy Policy

25/3/2020

### 1. PART 1 – ABOUT THIS POLICY

#### 1.1 Purpose

Alison Marriott is committed to protecting the privacy of personal information she collects and holds about individuals.

Alison Marriott Speech Pathology complies with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth), other privacy laws that govern how private sector health service providers handle personal information (including your health information), and Speech Pathology Australia's Code of Ethics (2010).

This Privacy Policy explains how Alison Marriott manages the personal information collected, used and disclosed. Alison Marriott Speech Pathology is a private speech pathology practice under the ownership of Alison Marriott.

### 2. PART 2 – HOW Alison Marriott Speech Pathology HANDLES YOUR PERSONAL INFORMATION

#### 2.1 Legal Obligations

In order to provide you with the health care services that you have requested, Alison Marriott Speech Pathology will collect and use your personal information. If you provide incomplete or inaccurate information or withhold personal and health information, I may not be able to provide you with the services you are seeking.

#### 2.2 What information does Alison Marriott Speech Pathology collect?

I will only collect the information I need for the particular function or activity I am carrying out.

I collect information from you that is necessary to provide you with speech pathology services and to manage my relationship with you. The information I collect includes: your name, date of birth, address, health fund details and information about your health history and family history. I require this information to diagnose and treat clients.

#### 2.3 How does Alison Marriott Speech Pathology collect health information?

I will usually collect your health information directly from you. Sometimes, I may need to collect information about you from a third party (such as a relative or another health service provider).

## 2.4 How does Alison Marriott Speech Pathology use your information?

Alison Marriott, Speech Pathology uses your personal information for the purpose you have given the information. I will use your information to provide speech pathology services to you, to manage our relationship and to contact you in relation to matters concerning your care. I may also use your information for other purposes permitted under the Privacy Act 1988.

Who might I disclose your information to?

I may disclose your information to the following people:

(a) disclosure to other health professionals involved in your treatment

Your personal information will generally only be used by me, however on occasion, your care may be provided by a number of health professionals (for example, speech pathologist, occupational therapist and/or psychologist) working or consulting together. I may disclose your information to these health professionals as part of the process of providing your care and to other health professionals involved in your care.

(b) the referrer

Alison Marriott Speech Pathology will usually send a discharge summary to the referrer (i.e. your medical practitioner) following discharge from Alison Marriott Speech Pathology, or at other times, as required for your care.

If you do not want a copy of your discharge summary to be sent to the referrer, you must let me know. Also, if the referrer's details have changed please let me know.

(c) Relatives, guardian, close friends or legal representative

I may provide information about your condition to your parent, child, other relatives, close personal friends, guardians, or to a responsible person for you, unless you tell us that you do not wish us to disclose your health information to any such person.

Other uses and disclosures

In order to provide the best possible environment in which to treat you, I may also use or disclose your personal and health information where necessary for:

- activities such as quality assurance processes, accreditation, audits, risk and claims management, patient satisfaction surveys and staff education and training;
- invoicing, billing and account management;
- to liaise with your health fund, Medicare or the Department of Veteran's Affairs and where required provide information to your health fund, Medicare or the Department of Veteran's Affairs to verify treatment provided to you;
- the purpose of sending you standard reminders, for example for appointments and follow-up care, by text message or email to the number or address which you have provided to us.

(f) Other uses with your consent

With your consent I may also use your information for other purposes such as including you on a marketing mail list, or research. Please note, however, that unless you provide me with your express consent for this purpose, I will not use your information in this way. I will not disclose your personal

information to any individual who is outside Australia.

#### 2.5 Access to and correction of your health information

You have a right to access the personal and health information that I hold about you. You can also request an amendment to your personal and health information should you believe that it is inaccurate.

If I do not agree to change your medical record/personal information in accordance with your request, I will permit you to make a statement of the requested changes and I will enclose this with your record. Should you wish to obtain access to or request changes to your health record you can ask for my help. Please note that Alison Marriott Speech Pathology may recover reasonable costs associated with supplying this information to you.

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Alison Marriott Speech Pathology will take reasonable steps to ensure that your personal information which I may collect, use or disclose is accurate, complete and up-to-date.

#### 2.7 Data Security

Alison Marriott Speech Pathology will take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure. I use technologies and processes such as access control procedures, network firewalls, encryption and physical security to protect your privacy.

Alison Marriott Speech Pathology will destroy or permanently de-identify any of your information in its possession or control and which is no longer needed for the purpose for which it was collected provided Alison Marriott Speech Pathology is not required under an Australian law or court/tribunal or otherwise to retain the information.

#### 2.8 What to do if you have a complaint about privacy issues

If:

(a) you have questions or comments about this Privacy Policy;

(b) Alison Marriott Speech Pathology does not verbally agree to provide you with access to your personal information; or (c) you have or a complaint about our information handling practices, You can lodge a written complaint. I will promptly review your complaint and provide a written response to you.

2.9 How to contact us if you have a complaint about privacy issues By letter: Alison Marriott Speech Pathology (POBOX 670 Montacute SA 5134)

By email: (alison@marriott.net.au)

By telephone: (0418808301)