



ResiDental Solutions
MOBILE ORAL HEALTH FOR AGED CARE

Patient Privacy Policy 2022

Our commitment to privacy

ResiDental Solutions Pty Ltd is committed to safeguarding the personal information of patients and staff in line with our obligations under Commonwealth legislation as well as guidelines set by industry regulatory bodies such as the Australian Dental Board.

The State Government has Information Privacy Principles, administered by the Privacy Committee, which apply to all government agencies but not to private health practices. We also observe the Australian Health Practitioner Regulatory Agency (AHPRA's) Social Media Policy (March 2014).

What information do we collect about patients and why?

Our practice collects administrative data for accounting purposes, including name, phone number, contact address/billing address, private health cover fund and number, Medicare number (if required for government-sponsored programs), financial records of accounts and payments (kept for five years, as required by the Australian Taxation Office), insurance claims records, work related injuries (records kept for five years as required under WHS legislation), complaints.

Dental records

We keep detailed dental records including drug sensitivities, diagnostic tests, examination history, treatment, advice, referrals, communications with laboratories and other practitioners, x-rays etc. to help us provide appropriate ongoing care. We may obtain this information from other practitioners or we may share this information with other practitioners with your consent as part of this ongoing care. Personal details are verified regularly and treatment records are updated at every consultation. We may add a note to health records retrospectively but we do not change records.

Who else may see the information?

We may use patient information to discuss treatment with other practitioners. We may use it in a de-identified form for academic purposes, or with insurance officers or lawyers where the treatment relates to an Insurance claim or complaint.

Health Identifiers

The practice will not adopt, use or disclose an identifier assigned by any government agency except health care identifiers for purposes permitted under the Healthcare Identifiers Act (2010) (Cwth).

Access and correction

Patients and staff may request access to their information or make changes to their information at any time except where we consider there is a sound reason under the Privacy Act or other legislation. We may charge to recover costs in providing access to electronic or paper records. We aim to use accurate, current and complete information and we will make reasonable attempts to correct inaccurate information or dispose of any unsolicited information or information no longer required.

Anonymity

Anonymous treatment is not practical for ongoing care or if other practitioners or diagnostic records are required, or for Medicare funded/insurance-funded services. We may also refuse to provide anonymous treatment if it is impractical due to our legal requirements to report child abuse or to manage substance abuse.

How safe is your information?

Our practice takes all reasonable steps to protect your personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

Complaints

If you have a complaint about the way in which your information is handled contact the

Practice Privacy Officer:

Hayley Gibbons

email: info.residentalsolutions@gmail.com

Contact the Privacy Commissioner if you are not satisfied with the response after 30 (thirty) days at <http://oaic.gov.au/privacy/making-a-privacy-complaint>.

IT and Web privacy

We will not send clinical information about patients via email unless it is appropriately security protected. We manage our IT systems with appropriate processes and systems to ensure data is not lost and if we store data offsite (eg in Cloud facilities) we only use facilities that comply with the Australian Privacy Principles. We will not transfer personal information to anyone in a foreign country for any other reason without prior written consent.

Our Internet Service Provider Belong and Telstra records the following information for statistical purposes to help us improve our external communications: your server address; your domain or top level domain name (eg. practice.com, .gov, .au, etc); date and time of visit, pages accessed, documents downloaded; previous sites visited.

All this information can be accessed from our member login to their webpage at any time and records are available from 24 hours up to three months.

Our web site only uses session cookies and only during a search query of the web site. The session cookie is destroyed at the end of your browsing session and we do not keep any identifying information.

- a. Neither our practice nor the ISP identifies users of our website.
- b. We will only collect your email address if you send us a message or you provide us with your address. We will not share it or use it for any other purposes other than for which you have provided it. We will seek your consent if we would like to send you any information about the practice and you may opt out of receiving information from us.

Please note this is a requirement by the Government of Australia.



Dental Board Guidelines on Records

Clinical records should include –

- i. Date of visit
- ii. Identifying details of the practitioner providing treatment
- iii. Information about the type of examination conducted
- iv. The presenting complaint
- v. Relevant history
- vi. Clinical findings and observations
- vii. Diagnosis
- viii. Treatment plans and alternatives
- ix. Consent of the patient, client or consumer
- x. All procedures conducted
- xi. Instrument batch tracking control identification where relevant
- xii. Medicines/drugs prescribed, administered or supplied or any other therapeutic agent used (name, quantity, dose, instructions)
- xiii. Details of advice provided
- xiv. Unusual sequence of treatment
- xv. Radiographs and other relevant diagnostic data (digital radiographs must be readily transferable and available in high definition)
- xvi. Other digital information including CAD-CAM restoration files
- xvii. Instructions to and communications with laboratories
- xviii. Referrals
- xix. Relevant communication with or about the patient
- xx. Details of anyone contributing to the dental record
- xxi. Estimates or quotations of fees
- xxii. Records of complaints should there be any.