



# BRISBANE FORENSIC PSYCHIATRY

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FORENSIC PSYCHIATRIST

## BRISBANE FORENSIC PSYCHIATRY PRIVACY POLICY

### Introduction

This privacy policy is to provide information to clients on how your personal information (which includes your health information) is collected and used within the practice, and the circumstances in which we may share it with third parties. This practice has developed a policy to protect patient privacy in compliance with privacy legislation. Our practice is committed to best practice in relation to the management of information we collect. This practice has developed a policy to protect patient privacy in compliance with the Privacy Act 1988 (Cth) ('the Privacy Act').

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;
- whether we are likely to disclose personal information to overseas recipients.

### What kinds of personal information do we collect?

The type of information we may collect and hold includes personal information about:

- Your name, address, date of birth, email, contact details, and emergency contacts;
- Medicare number, DVA number and other government identifiers (where available) for identification and claiming purposes;
- Health fund details;
- Other health information about you, including:
  - notes of your symptoms or diagnosis and the treatment given to you
  - your specialist reports and test results
  - your appointment and billing details
  - your prescriptions and other pharmaceutical purchases
  - your dental records
  - your genetic information
  - your healthcare identifier
  - any other information about your race, sexuality or religion, when collected by a health service provider.
  - other sensitive information such as criminal history.



Brisbane Forensic Psychiatry ABN 43 671 042 439

Email: [info@brisbaneforensicpsychiatry.com.au](mailto:info@brisbaneforensicpsychiatry.com.au)

Phone: 07 3706 5808

Office: Brisbane Clinic, 79 Wickham Terrace, Brisbane, QLD, 4000

Post: PO Box 391, Hamilton, QLD, 4007

## How do we collect and hold personal information?

We will generally collect personal information:

- The referrer who may be your lawyer, tribunal, an agency or the court;
- From you directly when you provide your details to Dr Phillips;
- When you send us an email, SMS, or telephone us;
- From a person responsible for you such as a personal guardian;
- From third parties where the Privacy Act or other law allows it. This may include, but is not limited to: other members of your treating team, diagnostic centres, specialists, hospitals, the My Health Record system, electronic prescription services, Medicare, your health insurer, the Pharmaceutical Benefits Scheme.

## Why do we collect, hold, use and disclose personal information?

Dr Phillips may collect, hold, use and disclose your personal information for the following purposes:

- To provide health services to you;
- To communicate with you;
- To comply with our legal obligations which may include mandatory notification of communicable diseases, mandatory child safety notifications, port of sexual offending against a child by another adult to police;
- To other healthcare providers;
- For consultations with other doctors and allied health professional involved in your healthcare;
- to obtain, analyse and discuss test results from diagnostic and pathology laboratories;
- To help us manage our accounts and administrative services;
- For identification and insurance claiming;
- Information can also be disclosed through an electronic transfer of prescriptions service;
- When it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent;
- To liaise with your health fund, government and regulatory bodies such as Medicare, the Department of Veteran's Affairs and the Office of the Australian Information Commissioner (OAIC) (if you make a privacy complaint to the OAIC), as necessary;
- When it is required or authorised by law (eg court subpoenas).

Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent. We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent. We may disclose your information overseas to anyone else to whom you authorize us to disclose it. Information may be stored on a secured overseas based cloud storage system.

## 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. For details on how to access and correct your health record, please contact our practice via [info@brisbaneforensicpsychiatry.com.au](mailto:info@brisbaneforensicpsychiatry.com.au) or 07 3706 5808. We will normally respond to your request within 30 days.



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## How can you make a privacy related complaint?

We will take reasonable steps to protect the security of your information and comply with our legal obligations. 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 Dr Phillips via [info@brisbaneforensicpsychiatry.com.au](mailto:info@brisbaneforensicpsychiatry.com.au). 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.

If you are dissatisfied with our response, you may refer the matter to the OAIC:

Phone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Fax: +61 2 9284 9666

Post: GPO Box 5218

Sydney NSW 2001

Website: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

## Anonymity and pseudonyms

The Privacy Act provides that individuals must have the option of not identifying themselves, or of using a pseudonym, when dealing with our practice, except in certain circumstances, such as where it is impracticable for us to deal with you if you have not identified yourself. It is the policy of Brisbane Forensic Psychiatry that it is impracticable to provide medico-legal assessments anonymously or via a pseudonym. The Australian Medical Association is also of the view that in medical practices it is largely impracticable to deal with patients anonymously or via a pseudonym.

## Policy review statement

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. Updates will be publicised on the practice's website.



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