

PURPOSE:

To ensure that Lung Screen Australia Pty Ltd have process in place to maintain, store and report confidential health information of its clients.

Lung Screen will only accept health information of patients from external providers that have policies in place that adhere to the Australian Privacy Principles.

POLICY REFERS TO:

- All Lung Screen Staff;
- External Service Providers & Contractors.

POLICY STATEMENT:

This policy outlines the ways in which Lung Screen and its external provider & contractors collect, use and disclose, our clients Personal Information in accordance with the Australian Privacy Principles (“the APP’s”). We will collect the majority of our Personal Health Information from external Radiology Practices. We may also however obtain further Information from the patient’s medical practitioner if required for the purpose of reporting.

Lung screen obtains Patient Personal Information in accordance with the Australian Privacy Principles within the Privacy Act 1988.

ACTIONS:

The type of Personal Information we collect and hold

We collect information regarding to our client name, contact details, gender, date of birth and the medical practitioner or health care provider who has referred them to our services. We may also collect and hold other information directly related to our clients medical condition where necessary in order for us to provide the services our client has requested we provide to them.

All hard copy documentation to be kept is to be scanned electronically and stored on the computer system that is kept indifferently offsite by an external provider. All hard copy documentation is posted to the Clients referring medical practitioner.

The purposes for which we Collect, Hold, Use and Disclose of our client’s personal health information

[APP 16B] Permitted health situations in relation to the collection, use or disclosure of health information

Collection—provision of a health service

(1) A permitted health situation exists in relation to the collection by an organisation of health information about an individual if:

(a) the information is necessary to provide a health service to the individual.

We collect, hold, use our clients Personal Health Information for the following purposes:

- I. Provide radiology reporting;
- II. Facilitating our internal business operations, including the fulfilment of any legal requirements; and
- III. Analysing our services and client needs with the view of developing new or improved services.

Our Clients May Access or Seek the Correction of Personal Information Held by Us

Our Clients may access or seek the correction of any Personal Information held by us by contacting their referring medical practitioner alternatively, they may contact our office using the contact details available at our website www.lungscreen.com.au or by written request forwarded to:

Lung Screen Business Manager
Po Box 8266
Maroochydore BC QLD 4558

Phone: 07 5430 3903
Fax: 07 54303943

Our Clients May Complain about a Breach of the APP's by Us

If at any stage our client feels we have breached the APP's in our collection, use, disclosure, storage, security, management or disposal of their Personal Health Information, they may lodge a complaint with our Managing Director using the contact details available on our website www.lungscreen.com.au

We are committed to protecting our patients' privacy and as such we treat all complaints very seriously. Our Managing Director will contact the complainant to ensure they are satisfied with our proposed resolution. If we do not respond to our patient within 30 days or our patient is not satisfied with our response, they are entitled to lodge a "Privacy Complaint Form" with the Office of the Australian Information Commissioner. Copies of this form and details relating to lodgement are available at www.oaic.gov.au/privacy/making-a-privacy-complaint.

Our Website

We collect website activity statistics such as the number of visitors, pages visited, time and date of visit and where our patient accessed our website from, so that we can make informed decisions relating to improving our website and the services we deliver. This information is anonymous and doesn't identify a person.

When our patients visit our website a cookie is placed on their computer. The cookie does not contain personal information that can identify our patient, but may contain information about the page they visited on our website. If our patient does not wish for this to occur, they can remove cookies from their computer, by following the standard procedures applicable to your internet browser.

ASSOCIATED DOCUMENTATION:

- I. MAN-001 Lung Screens' Quality System Guideline;
- II. Information Privacy ACT 1988;
- III. Australian Privacy Principles;
- IV. NIOSH Guideline (Publication No. 2011-198).

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