



# Privacy Policy & Disclaimer

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## Disclaimer

## AcuHealth Therapies Privacy Policy

AcuHealth Therapies Chinese Medicine is committed to providing quality health care for its clients. In order to provide quality care, it is necessary for the practice to collect personal information and maintain a file pertaining to a client's health.

AcuHealth Therapies Chinese Medicine is defined as an APP entity under the Privacy Act 1988, and is bound by Australian Privacy Principles. These principles set the standards by which we handle personal information collected from our clients. These principles are in addition to the high standard of ethical conduct required by each practitioner's profession.

### **Dealing with us anonymously**

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are requested or authorized by law to only deal with identified individuals.

### **Types of Information Retained**

Client files contain the following types of Information:

Personal details (for example your name, address, date of birth, health fund details):

- Your health history;
- Notes made during the course of professional consultations and therapy;
- Referrals to and from other health service providers;
- Results and reports received from other health service providers.

The information held about you is provided by you or arises as a consequence of information provided by you.

### **Circumstances under which your information may be used or disclosed.**

Your personal and health information is handled with the utmost respect for your privacy. The file will be accessed by your practitioner in order to deliver a health service to you, and when necessary, for

example in the absence of your usual practitioner, by other practitioners in the practice. It may also be necessary for our staff to handle your file from time to time to address the administrative requirements of their role and these privacy requirements will be observed if it is necessary for them to view your records.

Your personal health information and your health record may be collected, used and disclosed for the following reasons:

- For communicating relevant information with other treating health professionals or your doctor.
- For follow up reminder / recall notices. You may opt of these if you wish to.
- Accounting / Health Insurance procedures.
- Quality assurance activities such as accreditation.
- As required by law, we may disclose your health information to public health authorities for purposes related to: preventing or controlling disease, injury or disability.
- For use by other practitioners in this practice when consulting with you.
- For legal related disclosure as required by a court of law (eg subpoena, court order).
- For research purposes (de-identified, meaning you are not able to be identified from the information given)
- We may disclose your health information to notify or assist in notifying a family member, or another person responsible for your care, in the event of an emergency.

If you have any concerns or wish to restrict access to your personal health information please discuss these with your practitioner.

Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying our practice in writing.

### **Your right to access your records and correction of errors.**

You also have rights of access to any information we hold concerning you. Should you wish to access this information please contact your usual practitioner or receptionist who can make arrangements for access. You can correct factual errors in your personally identifiable information by sending us a request that can demonstrate that the information is incorrect. To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access or making corrections.

### **Records are stored securely.**

As part of our commitment to preserving the confidentiality of the information contained in your health record, we advise that strict secure storage policies are observed in this practice. We maintain all records electronically on Cliniko. Cliniko stores your data encrypted in restricted facilities. Cliniko adheres to APP and their privacy policy can be found here <https://www.cliniko.com/policies/privacy/>.

Your electronic records are password protected and are accessible only by staff of this practice. Your paper records are shredded immediately after being uploaded to Cliniko. Each member of staff is well versed in the principles and importance of client confidentiality.

### **Information will not be disclosed to overseas recipients without your express consent.**

Your personal information will not be shared with an overseas recipient unless you give your specific consent for this to occur. Circumstances where the need to share your information with an overseas recipient would arise if a clinical opinion was requested of an overseas clinician, or a pathology sample needed to be processed in an overseas facility. In the unlikely event that your information is shared with an overseas recipient we will insist on the same standard of confidentiality applying to your personal information as is expected in Australia.

### **For further information or complaints**

Should you have a query or complaint in relation to the privacy policies in place at this practice please contact the Practice Manager, who will address any concerns you may have. We undertake to address complaints within 30 days of receipt of your complaint.

### **Policy review statement**

This privacy policy will be reviewed yearly to ensure it is in accordance with any changes that may occur. We will notify our patients of these changes via our website and a handout hard copy Privacy Policy available at our practice premises.

Date of Last Review 1 March 2024.

## **Disclaimer**

Information and articles provided on this website are for educational purposes only and are not intended for self -diagnosis or treatment. If you believe you are in need of health care or advice then consult a qualified health professional. We recommend that acupuncture should only be provided by a registered acupuncturist, and that Chinese herbal medicines should be prescribed by a registered Chinese medicine practitioner. We are unable to give a professional opinion via email or telephone. While we are happy to answer general inquiries by telephone, an appointment is necessary to deal with specific health concerns.