



MacAllan Health Client/Patient Privacy Policy

OUR ROLE:

MacAllan Health is committed to providing health care which delivers the most optimal outcomes for all participants/clients. Below we explain our privacy policy as well as what your rights are while receiving services from us.

PRIVACY POLICY AND YOUR RIGHTS

In the course of providing treatment, *MacAllan Health* collects a range of health-related information about you that we consider sensitive.

The practice has a policy that covers how your health information is collected, stored, disclosed & accessed. The practice only collects information that is necessary to provide a quality health service. In the course of providing this service, we may disclose information to your treating doctor and other health service providers from whom you are currently receiving treatment. This may include your:

- NDIS plan manager.
- MyAgedCare or Aged Care Home Care Provider
- Private Health Fund
- SIRA, WorkCover or related third party insurance providers.
- Medicare
- Medical Specialists

You need to let us know if you do not want your health information provided to these health providers, however, this may also mean we may not be able to provide some services to you. In accordance with privacy legislation, you are entitled to access any information that we hold about you. The information which we collect from you will be used for:

- Administrative purposes for running our service.
- Billing you directly, or through an appropriate agency as required
- Use within our service to ensure you are provided with quality supports and services.
- Disclosure of information to the:
 - NDIA, the NDIS Quality and Safeguards Commission,
 - or other government agencies if needed.
- Disclosure of information to health professionals to ensure high quality health care for you if needed.
- Disclosure to other providers in order to provide appropriate services.



Marketing and Photos

From time to time, we may use photos or videos for marketing purposes including posting onto social media or creating videos. If this is the case, we will inform you prior and you can say no. Please note this does not include photos or videos we take during routine consultations which are required for our reports sent to the providers such as NDIS, Other government agencies or for educating other staff.

Confidentiality:

Throughout the therapeutic process, confidentiality is maintained for all clients except in the following circumstances:

- a) You instruct the therapist to tell someone else and provide them with written permission of this
- b) The therapist determines you are a danger to yourself (e.g., self-harm or suicide), to others or someone is a danger to you
- c) The therapist is ordered by a court to disclose information
- d) The law is going to be, or has been, broken
- e) Abuse of children is a mandatory reporting offence which the therapist is bound by law to report
- f) For supervision and education purposes (basic information is only shared in this instance, not names or details that would in any way disclose or identify the participant)

Where confidentiality cannot be maintained, the therapist will take all steps possible to inform/discuss their intention with the participant.