Consent to collect, use and disclose personal and health information

Patient privacy is important to Dr Sam Oh & Associates.

Dr Sam Oh & Associates is bound by the Privacy Act 1988 (Cth) and endeavours to uphold the Australian Privacy Principles in collecting, disclosing, maintaining and securing personal and health information. We will take such steps as are reasonable in the circumstances to protect your personal and health information from:

- Misuse, interference and loss, and
- Unauthorised access, modification or disclosure.

Dr Sam Oh & Associates requires your consent to collect personal and health information about you. Please read this information carefully, and sign where indicated.

Why do we collect information?

Dr Sam Oh & Associates collects relevant personal and health information from you for the primary purpose of providing quality dental care and treatment.

What information do we collect?

Dr Sam Oh & Associates may collect and store the following types of personal and health information:

- Name
- Date of Birth
- Contact Details - postal and/or street address; email address/es; telephone number/s
- Family contact information
- Private health insurance information
- Information regarding other funding sources, where relevant (e.g. Child Dental Benefits Schedule, Department of Veteran's Affairs)
- Medicare number
- Information on workers compensation, motor vehicle and other accident claims, where relevant
- Details of your oral health condition and the treatment/s and service/s you have received
- Details of your general health (e.g. allergies, medications, medical conditions) and medical history that may impact the treatment you receive.

Can you refuse to disclose your information?

You have the right to refuse to provide your information. If you choose not to provide relevant personal and/or health information it may, however, affect you receiving appropriate care and treatment.

How will we use your information?

Dr Sam Oh & Associates may use your personal and/or health information to:

- Assess your oral health
- Provide dental treatments and services to you
- Communicate with other service providers (e.g. specialist dentists, technicians, laboratories) to provide dental treatments and services to you
- Send communications requested by you
- Assist with queries you make and provide information and advice about related treatments and services
- Process payments for treatment – including private health insurance and/or Medicare claims
- Update our records and keep your contact details up to date
- Resolve complaints
- Carry out internal functions such as administration, accounting and information technology

We may also use your personal and/or health information for staff training, professional development, treatment or service development, practice planning, quality improvement and dental health research. We will use de-identified data for these purposes, unless you consent to being identified.

If we need to use your information for any other purpose, we will generally seek additional consent from you to do this, unless obtaining your consent is not practical or reasonable, and an exception under the Privacy Act 1988 applies.

To whom may we disclose your information?

Only people who need to be able to access your information will be able to do so. Dr Sam Oh & Associates may disclose your information to:

- Our dentists and practice staff – to support the provision of dental treatments and services to you
- Others involved in your dental care outside this practice (e.g. specialists, technicians, laboratories)
- Your nominated relatives in an emergency
- Government and regulatory bodies (e.g. Medicare)
- Third party health benefit providers and insurance companies to assist in the processing of claims for payment/reimbursement
- Third parties who work with our practice for business purposes
- Third parties where this is required to comply with a court/tribunal order or to meet other legislative or regulatory requirements.

Accessing your personal and health information

You may inspect or request copies of your records at any time. Please refer to our Privacy Policy for further details.

Altering your personal and health information

If any of the information we have about you is inaccurate, out of date, incomplete, irrelevant or misleading, you may ask us to alter our records. Please refer to our Privacy Policy for further details.

How can you get further information about privacy issues?

Our Privacy Policy provides more detailed information – including information about resolving privacy complaints. If you would like a copy of the Policy, please ask our staff or visit our website at www.dentalforyou.com.au.

Please sign below to confirm that:

1) You have read this information and received a copy of *Keeping your personal information private in our practice*;

2) You agree to our collecting, using and disclosing your personal information – subject to any modifications made by you – in this way;

☐ If you **agree** to this practice **transmitting** your personal and health information by **email** (for example, to another provider involved in your dental care), please tick this box.

☐ If you **do not want** to receive **updates** on our **services or information** on other products or services, please tick this box.

Name: _____ Date: _____

Signature: _____