



Confidentiality agreement template

Privacy and Confidentiality*

MY Potential – Occupational Therapy Services needs to collect information about you for the primary purpose of providing a quality service. To provide thorough therapy services our team needs to collect some personal information with your consent. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health.

This information will be used for:

- Directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg staff training).
- Disclosure of information to your doctor and other health professionals to facilitate the provision of supported care for you
- In the case of insurance or compensation claim it may be necessary to disclose and/or collect information
- when it is required or authorised by law (eg court subpoenas)
- With accreditation agencies or information technology providers – these third parties are required to comply with this policy
- 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
- when there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (eg via Shared Health Summary, Event Summary).

What personal information do we collect?

- names, date of birth, addresses, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- healthcare identifiers
- health fund details.

How do we store your information?

Your personal information may be stored at our practice in various forms including paper records, electronic records.

Our practice stores all personal information securely.

How can you access your information?

You have the right to request access to, and correction of, your personal information.

My Potential acknowledges patients may request access to their medical records. We require you to put this request in writing and emailed to **mypotential@gmail.com** and our practice will respond within 30 days.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to Laura Thyer via email.

I _____(Name) hereby consent to the use and disclosure of my personal health information for purposes as detailed in this policy. In doing so, I hereby release from any and all legal liability that may arise from the release of such information. I agree that a copy of this authorisation may be used in place of the original.

Signature

Date

