

REDIMED Pty Ltd Privacy Policy

The information in this policy is to outline how REDIMED Pty Ltd will comply with what is required of REDIMED Pty Ltd in regards to the Privacy Act 1988.

COLLECTION OF PERSONAL INFORMATION

Personal and Health information is generally collected directly from you or your Employer, Insurer, Adviser, previous medical clinic, or other representative authorised by you.

Information we may collect or provided by you at the request of REDIMED Pty Ltd, will be used by REDIMED Pty Ltd and its staff to:

- Open a medical file, provide medical treatment and record notes for the purpose of your medical treatment as a patient of REDIMED Pty Ltd.
- Obtain your consent to release your medical records to your employer, third party or another treating medical provider in the management of your care
- Provide medical and allied health treatment to you or refer you for medical treatment when medically required
- Assist in your return to work following a work related or non-work related injury
- Provide a total health solutions for you and your family
- Help improve our services
- manage and resolve complaints made
- Use of Patient Health information for quality assurance, research and professional development
- Report information required by law or regulations
- Confirm your identification through Australian government endorsed documents
- Perform any other appropriate related functions.

DISCLOSURE (SHARING) OF INFORMATION

With your written consent, REDIMED Pty Ltd will only share your personal information:

- a) With any third party on specific matters if you have consented to the disclosure
- b) As required by Law or Regulations, by Courts / Tribunals, or Government or Regulatory bodies / authorities
- c) With service providers that we associate with for the purposes described above including: Insurers, Medical practitioners, referred Allied health providers or if you transfer your care to another medical practice, and other organisations for the purposes described above.

REDIMED Pty Ltd Privacy Policy Continued

SECURITY AND RISK MANAGEMENT

All staff at REDIMED Pty Ltd have read, agreed to and signed a Policy Manual, which includes the following policies, Patient and Client Confidentiality and Confidentiality and Intellectual property.

RIGHTS TO ACCESS AND CHANGES

You have the right to apply in writing for access or to make an amendment to your personal and health information. This application will be reviewed and a decision will be made in regards to gaining access or making these change, in line with the Privacy Act 1988. You will be informed in writing of the outcome of the review process that has taken place.

HOW TO MAKE A COMPLAINT

If at any time that you feel that we have not fulfilled our obligations in the way we have handled your personal information or request for access, please contact us on the information below. If after making contact, you still feel that your concern has not been addressed to your satisfaction, we are more than happy to refer your case to a recognised dispute handling entity.

CONTACT DETAILS:

info@redimed.com.au

Phone: 08 9230 0900

Fax: 08 9230 0999

REDIMED Pty Ltd.'s Privacy Policy may change from time to time. We can forward you a copy of the latest Policy at your request.