

Patient Privacy Policy

Consent to collect, use and disclose personal and health information

Patient privacy is important to Smile Creative.

Smile Creative 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.

Smile Creative requires your consent to collect personal and health information about you. Please read this information carefully, and sign where indicated on your patient registration form.

Why do we collect information?

Smile Creative collects relevant personal and health information from you for the primary purpose of providing quality dental care and treatment.

What information do we collect?

Smile Creative 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.

Smile Creative is able to participate in the My Health Record (MHR) system. If you have a MHR and wish to have this considered as part of your dental treatment, please let us know.

To access your MHR, we will need your full name, date of birth, gender and Medicare number.

If, at any time, there is any information associated with your treatment that you do not want included in your MHR, please advise your dental practitioner.

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. Smile Creative reserves the right to decline to provide dental services in the case where you may refuse to provide the necessary information as requested, as it may be required to be able to provide treatment in a safe manner.

How will we use your information?

Smile Creative 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. Smile Creative 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
- Related bodies corporate
- 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.