

## Protecting your Privacy

Advanced Oral & Maxillofacial Surgery is committed to providing individuals with the highest standards of healthcare & service. This includes respecting & upholding your rights to privacy protection in compliance with the Privacy Amendment (enhancing Privacy Protection) Act 2012, Australian Privacy Principles (APPs) which amend the Privacy Act 1988. This leaflet aims to provide a brief summary of how Advanced Oral & Maxillofacial Surgery manages the personal information it holds in accordance with the APPs. In this leaflet 'personal information' and 'health information' have the same meaning as under the Privacy Act 1988 (as amended).

## Your Personal Information

We collect personal information from patients so that we can provide appropriate treatment and care, and for administrative purposes. This may include: name, date of birth, next of kin, address, telephone number(s), occupation, health information (which may sometimes be provided by others associated with their health care), referring doctor. We also hold transaction details associated with services we have provided, and any other information given to us, including through patient surveys.

## Use and Disclosure

Personal information is used or disclosed by Advanced Oral & Maxillofacial Surgery to enable us to:

- Provide optimal treatment and care in conjunction with your health care team.
- Help individuals with their enquiries and administer the services we provide.
- Deal with private health funds/insurers concerning the treatment of patients.
- Share information with Medical Practitioners, Dental Assistants, service providers such as pathologists and radiographers, and allied health professionals who provide necessary follow-up treatment and ongoing care.
- Participate in quality assurance, accreditation and audit programs.
- Benchmark and report patient care data to our Governance committee.
- Meet Statutory/State Government reporting requirements.
- Render accounts and collect payment from patients and service providers.
- Notify relevant Disease Registers.
- Advise Debt recovery agencies.
- Inform future health care providers.

We will not disclose personal information about patients to any person except on a confidential basis to agents used in the ordinary operation of our business, such as for data processing, printing or mailing.

## Storing Personal Information

We aim to ensure that the personal information we hold is accurate, complete and up-to-date. Advanced Oral & Maxillofacial Surgery stores, uses and, where necessary, transfers personal health information contained in hard-copy, paper-based and electronic records in a secure manner.

We will retain information after a patients last contact with us for as long as is legally required or to reasonably meet our administrative needs.

## Accessing Personal Information

Individuals may request access to personal information held Advanced Oral & Maxillofacial Surgery, and ask us to supplement or correct information they believe is incorrect, incomplete or inaccurate. These requests must be made in writing. We may charge a fee to cover the cost of searching for and providing access to information we hold. In circumstances in which access is restricted, the reasons for denying access will be explained.

Individuals can request that their health information held by us, be made available to another health service provider. More detailed information about accessing and amending personal information is outlined in our Privacy Policy.

## Complaints

If you believe that Advanced Oral & Maxillofacial Surgery has breached your privacy rights in any way or you wish to discuss any issues about our Privacy Policy, you can contact the Practice Manager of the practice who will try and satisfy any questions and correct any errors on Advanced Oral & Maxillofacial Surgery's part.

If the Practice Manager is not able to satisfactorily answer your concerns, an individual has the right to make a complaint to the Privacy Commissioner by telephone 1300 363 992 or in writing to:

Office of the Privacy Commissioner  
GPO Box 5218  
Sydney NSW 2001

## How to Contact Us

If you have any questions about our privacy and information management practices, or any complaint regarding the treatment of your privacy by Advanced Oral & Maxillofacial Surgery, please contact us as follows:

Practice Manager  
Advanced Oral & Maxillofacial Surgery  
238 Angas Street  
ADELAIDE SA 5000

*A copy of our Privacy Policy can be obtained from Reception.*

Telephone: (08) 8272 7399

Facsimile: (08) 82727067

Email: [admin.adelaide@advancedoms.com.au](mailto:admin.adelaide@advancedoms.com.au)

[www.advancedoms.com.au](http://www.advancedoms.com.au)

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