



## **Privacy of Patient Information**

The Charles Sturt University Dental and Oral Health Clinic is committed to safeguarding the privacy of patient/client information and has implemented measures to comply with its obligations under:

- [Health Records and Information Privacy Act 2002](#)
- [Privacy And Personal Information Protection Act 1998](#)
- [State Records Act 1998](#)

All staff are bound by law and ethical practice to keep your information confidential.

## **Collection of Personal Information**

We collect your personal information so that we can provide you with treatment and advice. We only collect information that is relevant and necessary for your treatment and to manage the health services we provide.

We collect information directly from you wherever possible. We may need to collect information from other health professionals who have treated you. In an emergency, we may also need to collect information from a family member, friend, carer or other person who can help us to provide you with the best care.

Your information may be held in paper or electronic files, including visual image and audio formats. We take all reasonable steps to ensure the information we collect about you is stored securely. We have appropriate systems and policies in place to protect your information from loss, unauthorised access and misuse.

## **Use and Disclosure**

The Dental and Oral Health Clinic will use or disclose your information for purposes directly related to your treatment, and in ways you would reasonably expect for your current and future care.

Your personal health information will be shared with staff involved in your care, in order to determine the best treatment for you and to assist in the management of the health services provided to you.

Where relevant, information may be sent to other treating health services involved in your care, or to the Ambulance Service of NSW, to a specialist for a referral, for pathology tests, x-rays and so on.

Where relevant, we may need to disclose patient information to Medicare, private health funds, the Department of Veterans Affairs.

We may use your information to contact you regarding patient satisfaction surveys that help us to evaluate and improve our services.

Case studies, lectures and professional meetings form an important part of the ongoing training and development of dentists, other staff and students, for the ultimate benefit of all the patients we treat. If a patient's details are used for such purposes, it is our policy to avoid the identification of the patient, either inside or outside the Dental and Oral Health Clinic.

### **Access to your Information**

Although all the records we keep about you (including any radiographs [x-rays] that we take here at the Dental and Oral Health Clinic) remain the property of the Dental and Oral Health Clinic at all times, you may request a copy of all or any part of your records.

If, upon seeing your record, you think that any of the information in it is incorrect or inaccurate, you can ask us to change it.

If you believe your rights to privacy have not been respected, you can make a complaint to the University Ombudsman at the following address:

#### **University Ombudsman**

Charles Sturt University  
Booroma Avenue  
WAGGA WAGGA 2650

using the [Complaint Form](#) available from:  
<http://www.csu.edu.au/about/disclaim.html#privacy>

#### **What constitutes a dental record?**

All of the following whether kept physically or electronically constitute a dental record:

- Notes made by dental practitioners, other clinicians and staff;
- Completed medical history questionnaires;
- Consent documents obtained for treatment;
- Copies of correspondence relating to the patient;
- Radiographs, tracings and measurements;
- Diagnostic casts;
- Special test findings;
- Photographs;
- Records of financial transactions;
- Any treatment advice that the patient was unwilling to accept;
- Drugs prescribed or administered (name, quantity, dose, instructions);\*
- Unusual sequelae to treatment reported by patient;
- Estimates or quotations of fees;
- Relevant comments by patients on concerns over offered treatments;
- Any comments or complaints by patients about treatment provided; and
- Annotations by staff following telephone conversations.