

Kikada Lane Dental Privacy Policy

Kikada Lane Dental operates in accordance with and is bound by the Australian Privacy Principles under the Privacy Amendment Act 2012 and Privacy Act 1988.

We will provide patients with access to their dental records, as prescribed by the Privacy Act and other applicable laws.

A patient wishing to access their dental records must make the request to a Reception staff member, the Practice Manager or the Principle Dentist

The request will be referred to a senior member of staff and/or the Practice Principle for preparation of records.

Our Information Privacy Officer will, if necessary, clarify their request with them. Any complaints to our practice relating to an alleged breach of the Australian Privacy Principles will be handled by our Information Privacy Officer. Complaints will be investigated by the Information Privacy Officer and resolution achieved with the patient in person.

The patient will be provided with a photocopy or digital copy of their Dental Records.

In exceptional circumstances the law may require that we withhold some or all of this information from them. If any of these exceptions are applicable we will inform the patient of the reasons the information was withheld.

The request for information will be processed and records made available within 14 days of receiving the request.

We reserve the right to charge an access fee to recover archived records and/or photocopying costs (at 50 cents per page) and other copy costs (such as the cost of duplicating x-ray photographs) at ordinary commercial cost.

Under no circumstances will original copies be provided.

Patients are advised to keep all photocopies of records provided in a safe and confidential place.

Kikada Lane Dental only collects health and personal information from patients when that information is necessary for us to attend to their dental and overall health care requirements. This information is stored in the patient's dental records.

Kikada Lane Dental only collects information from patients directly or, with their consent, from other health service providers that they have referred us to, such as their family doctor, or providers we may have engaged to help us to attend to their dental requirements. The primary exception to this clause is in the case of a minor, when we may collect information about them from a parent or guardian.

Information collected by us may include, but is not limited to: pathology tests, additional x-rays and health information provided to us by another health care professional in accordance with general health industry practice, relevant medical histories, contact details, addresses and dates of birth. This information is obtained through telephone conversations at the time of appointment, initial and subsequent consultations and correspondence with associated third party healthcare providers. The information retained is required to provide a complete and comprehensive Healthcare Service.

We take reasonable steps to ensure the information we collect about patients is accurate, complete and up-to-date.

We rely upon patients to advise us of any significant changes in their personal details that are relevant to their dental care.

We ask patients to review their records periodically and advise us of anything that requires updating or correction.

We take the following steps to protect a patients records from misuse and loss and from unauthorised access, modification or disclosure: [user defines]

We use the information in patients' dental records for the primary purpose of meeting their dental care requirements. Any alternative use of the information (e.g. research, education) will only be done with express patient consent.



We will disclose personal information contained in a patient's dental records to any person only with patient consent, in accordance with generally accepted health industry practices and in exceptional cases where we have a legal obligation to disclose the information. This information is unlikely to be disclosed to overseas recipients except at the express request of the patient.

We reserve the right if a patient is a minor to discuss information in their dental record with their parent or legal guardian.

We will disclose information to another dental practitioner, specialist, or other health care provider in accordance with general health industry practice.

For further information telephone: 1300 363 992

email: enquiries@oaic.gov.au

write: GPO Box 5218, Sydney NSW 2001, GPO Box 2999, Canberra ACT 2601

or visit: www.oaic.gov.au

The Australian Privacy Commissioner has jurisdiction to investigate alleged breaches of the National Privacy Principles and to investigate complaints.

Repeating privileged information by Kikada Lane Dental staff breaches confidentiality and will lead to summary dismissal of the staff member. Staff members will sign a confidentiality agreement at the commencement of employment to ensure they fully understand their legal and moral obligations relating to confidentiality.

We certify that Kikada Lane Dental complies with the policy as outlined above.