

# Flaherty & Florek Foot Care: Health Privacy Policy

## OUR OBLIGATIONS

We are committed to treating your personal information in accordance with privacy law. This leaflet explains how and why we collect personal information about you, how you can access your information and how your information may be used within the health service or disclosed to other parties.

## COLLECTION OF YOUR PERSONAL INFORMATION

We collect information directly from you whenever possible. If this is not possible, or in an emergency, we may also need to collect information from a family member, friend, caregiver or other person who can help us to provide you with appropriate health care.

## SECURITY OF INFORMATION COLLECTED

Your information may be held in a variety of ways. Most commonly, your information may be held as a paper medical record, and/ or an electronic medical record forming part of a secure computerized database. Some information may also be held in the form of an image including x-ray or photograph, or as an audio or video recording. We follow strict rules and policies regarding the secure storage of personal information in all formats in order to protect your information from unauthorized access, loss or other misuse.

## USE OR DISCLOSURE OF INFORMATION

Your personal health information held either in paper or electronic format may be used by this health service, or disclosed outside the health service, to enable appropriate health services to be provided to you.

For example, your information may be used or disclosed as follows◇ to other treating health services, hospitals or medical specialists involved in your care and

treatment to your nominated GR to contact you at home regarding follow-up appointments to your caregiver to assist them with your care to process pathology tests, x-rays, and so on to contact you for feedback on the services you have received from us to help us evaluate and improve our services for billing and debt recovery to pastoral care workers, including hospital chaplains, providing spiritual and pastoral care to students and other staff for training purposes to other health services and authorized third parties to help prevent a serious and imminent threat to someone's life, health or welfare, such as in an emergency to claims managers and associated persons for the purpose of managing a complaint, legal action, or claim brought against the health service or a treating health professional for purposes relating to the operation of the office and treatment of our patients, including funding, planning, safety and quality improvement activities If you do not wish for us to collect, use or disclose certain information about you, you will need to tell us and we will discuss with you any consequences this may have for your health care.

The law also allows or requires for your personal health information to be disclosed to other third parties, for example to State and government agencies for statutory reporting purposes, such as to report notifiable diseases, for example cancer and infectious diseases, to report births and deaths, and to provide Medicare details to other health services or law enforcement agencies, such as the Police, if you provide us with information relating to a serious crime, including assault, domestic violence, child abuse, and so on to other agencies where the information relates to the safety, welfare or wellbeing of a child or young person to comply with a subpoena or search warrant if your personal information is required as evidence in court

#### ACCESS TO YOUR INFORMATION

You are entitled to request access to all personal information including your medical record held by our office. Normally you will be asked to apply for access in writing and provide identification. You may be charged a fee if you request copies of your personal information or medical record. Access to your personal information may be declined in special circumstances, such as where giving

access would put you or another person at risk of mental or physical harm. If you believe the information we hold about you is incorrect or an error has been made, please let us know and we will correct it or add a notation to your medical record. Requests for access to your medical record should be addressed either to the Health Information Service or to the manager of the health service facility you attended.

#### CONTACT US

If you have questions or a complaint about the privacy of your personal information, please contact us directly: 2419 W Main Street, Visalia CA 93291 559-627-2849

email: [visaliafootcare@gmail.com](mailto:visaliafootcare@gmail.com)

This entire policy can be view by visiting our website: [visaliafootcare.com](http://visaliafootcare.com)