

## POLICY and PROCEDURE

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<b>Title:</b>	<b>Privacy and Confidentiality</b>	<b>No. 03</b>
<b>Area:</b>	<b>Clinic</b>	
<b>Date Effective:</b>	<b>1/10/2017</b>	<b>Date Ratified:</b> <b>3/5/2017</b>
<b>Date Reviewed:</b>	<b>1/9/2020</b>	<b>Next Review Date:</b> <b>1/9/2023</b>

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**Purpose:**

- To ensure the privacy and confidentiality of all patients / clients who enter the facility for treatment or advice.

**Policy:**

- All patient files or personnel records shall only be accessed by staff or students for the specific purposes under their scope of practice. All information that may be required for discussion purposes shall be de-identified to protect the identity of staff and client. No patient file or personnel record shall be removed from the clinic without prior approval by the relevant management authorisation. This policy shall be read in conjunction with the University Policy - Privacy Management Plan.

<http://policies.scu.edu.au/view.current.php?id=00018>

**Procedure:**

- All patient files shall only be accessed by staff as required for consultation or administration.
- No students shall access patient files other than those they require to perform their duties.
- Staff shall ensure all patient files are kept in the "File Room" unless in use by the practitioner or student.
- No patient files shall be left unattended in a public area.
- No patient files shall leave the Southern Cross University Health Clinic without appropriate authorisation / management approval. This shall be documented for tracking and retrieval purposes.
- Staff and students shall adhere to "Privacy Policy and Legislation".
- Patient file information requested or forwarded to another provider shall be completed on the "Consent to Provide Medical Records/ Results".
- All patient files removed from the file room, and not required for that days client work load, shall be accounted for on the File Register Form located at the front reception.

*YOUR PERSONAL SAFETY SHALL BE THE PRIORITY AT ALL TIMES*

**Related Legislation:**

Infection Control AS4187  
Workplace Health & Safety Act 2011  
National Safety & Quality and Health Service  
Standards  
Privacy & Personal Information Act 1998  
Health Records & Information Privacy Act 2002

**Reference / Consulting Body:**

Clinic Operations Committee  
Clinical Governance Committee