



# Alcoutim Acupuntura e Massagem Clinica

## **Commitment to Privacy**

The appropriate collection, use and disclosure of patients' personal health information is fundamental to the day-to-day operations of the Practice and to patient care.

Protecting the privacy and the confidentiality of patient personal information is important to the practitioner at Alcoutim Acupuncture and Massage.

We strive to provide patients with excellent care and service. Alcoutim Acupuncture and Massage will abide by the commitment to privacy in the handling of personal information. This policy was last modified on the 9th of March, 2023.

## **Applicability of This Privacy Policy**

This Privacy Policy attests to the commitment to privacy and demonstrates the way patient privacy is protected. This Privacy Policy applies to the personal health information of all patients that enter in to the Alcoutim Acupuncture and Massage Clinic.

## **What is Personal Health Information (PHI)?**

Personal health information means identifying information about an individual relating to their physical or mental health (including medical history), the providing of health care to the individual, payments, and health number.

## **The 10 Principles of Privacy**

Our Privacy Policy reflects our compliance with fair information practices, applicable laws and standards of practice.

### **1. Accountability**

We take our commitment to securing patient privacy very seriously. The Practice is responsible for the personal information under his/her control.

### **2. Identifying Purposes: Why We Collect Information**

We ask you for information to establish a relationship and serve your medical needs. We obtain most of our information about you directly from you, or from other health practitioners whom you have seen and authorised to disclose to us. You are entitled to know how we use your information, and this is described below. We will limit the information we collect to what we need for those purposes, and we will use it only for those purposes. We will obtain your consent if we wish to use your information for any other purpose.

### **3. Consent**

You have the right to determine how your personal health information is used and disclosed. For most health care purposes, your consent is implied as a result of your consent to treatment, however, in all circumstances express consent must be written and signed at Alcoutim Acupuncture and Massage.

### **4. Limiting Collection**

We collect information by fair and lawful means and collect only that information which may be necessary for purposes related to the provision of your care.

## **5. Limiting Use, Disclosure and Retention**

The information we request from you is used for the purposes defined. We will seek your consent before using the information for purposes beyond the scope of the posted Privacy Statement.

Under no circumstances do we sell patient lists or other personal information to third parties. There are some types of disclosure of your personal health information that may occur as part of this clinic fulfilling its routine obligations and/or practice management. This includes consultants and suppliers to the Clinic, on the understanding that they abide by our Privacy Policy, and only to the extent necessary to allow them to provide business services or support to this Practice.

The type of data that is collected and kept is as follows:

Name, address, Telephone number, Fiscal number, email address, age, date of birth, date of treatment, reason for attending, Emergency contact details, details of your current and past health status physically, mentally, and emotionally, details of treatments offered. This information will be used to provide the best possible treatment for the patients/clients of this clinic. It will be kept to monitor changes and improvements in your condition. I will not pass on your information to a third party unless there is a legal requirement to do so or if there is a perceived risk or harm to yourself or others. The information will only be used for the purposes it was collected.

It is a legal requirement to retain your information for 7 years following the last occasion on which treatment was given. In case of treatment to minors, it is advisable that a record should be kept for at least 7 years after they reach the age of majority (18 years).

## **6. Accuracy**

An endeavour to ensure that all decisions involving your personal information are based upon accurate and timely information. While we will do our best to base our decisions on accurate information, we rely on you to disclose all material information and to inform us of any relevant changes.

## **7. Safeguards: Protecting Your Information**

We protect your information with appropriate safeguards and security measures. The Practice maintains personal information in a combination of paper and electronic files. Recent paper records concerning individuals' personal information are stored in files kept onsite at our office. Older records may be stored securely offsite.

Access to personal information will be authorised only for the any practitioners' associated with this clinic, and other agents who require access in the performance of their duties, and to those otherwise authorised by law.

We provide information to health care providers acting on your behalf, on the understanding that they are also bound by law and ethics to safeguard your privacy. Other organisations and agents must agree to abide by our Privacy Policy and may be asked to sign contracts to that effect. We will give them only the information necessary to perform the services for which they are engaged, and will require that they not store, use or disclose the information for purposes other than to carry out those services.

The computer systems are password-secured and constructed in such a way that only authorised individuals can access secure systems and databases.

If you send us an e-mail message that includes personal information, such as your name included in the "address", we will use that information to respond to your inquiry. Please remember that e-mail is not necessarily secure against interception. If your communication is very sensitive, you should not send it electronically unless the e-mail is encrypted or your browser indicates that the access is secure.

## **8. Openness: Keeping You Informed**

The Clinic has prepared this plain-language Privacy Policy to keep you informed.

If you have any additional questions or concerns about privacy, we invite you to contact us by phone and we will address your concerns to the best of our ability.

### **9. Access and Correction**

With very limited exceptions, we will give you access to the information we retain about you within a reasonable time, upon presentation of a written request and satisfactory identification.

We may charge you a fee for this service and if so, we will give you notice in advance of processing your request.

If you find errors of fact in your personal health information, please notify us as soon as possible and we will make the appropriate corrections. We are not required to correct information relating to clinical observations or opinions made in good faith. You have a right to append a short statement of disagreement to your record if we refuse to make a requested change.

If we deny your request for access to your personal information, we will advise you in writing of the reason for the refusal and you may then challenge our decision.

### **10. Challenging Compliance**

We encourage you to contact us with any questions or concerns you might have about your privacy or our Privacy Policy. We will investigate and respond to your concerns about any aspect of our handling of your information.

In most cases, an issue is resolved simply by telling us about it and discussing it. You can reach us at:

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