

# PRIVACY POLICY FOR CALLS

## Privacy Policy

The Doctors Health Advisory Service Western Australia (DHASWA) offers a confidential 24 hour service to all doctors and medical student for the purpose of improving the health and wellbeing of the medical profession in the public interest for the benefit of the community in Western Australia.

The Privacy Act requires DHASWA to treat information you provide to us in an appropriate manner. In dealing with your personal information we adhere to the Australian Privacy Principles (APP) contained in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

## Patient information

- The call is regarded as a “medical service”. GPs who take the call are subcontracted to do so by DHASWA. For medico-legal reasons, they maintain a “medical record” of the call.
- DHASWA calls are exempt from mandatory reporting in Western Australia.
- If you arrange a follow up visit with the doctor you have called, this is independent of the DHASWA and your information will be protected under the privacy policy of that doctor or doctor’s practice.

## What kind of information does DHASWA collect for reporting purposes?

- Patient details
  - Whether you are calling on behalf of yourself, family, colleague or someone else
  - Male or female
  - Country or metro
  - Age grouping
- Type of practice of the patient e.g. Junior Doctor, Specialist, GP
- General nature of the problem or reason for the call
- Recommended action from the call
- Patient identifiable information such as name is not kept by DHASWA, but may be kept for medico-legal reasons by the GP who takes the call.
- Callers are not required to provide this information.

## How do DHASWA collect, hold, use and disclose this information?

- Information is collected from callers directly when you contact a Doctor on the DHASWA 24/7 call line.
- The doctor provides a report to DHASWA with the de-identified above information (if provided) on each call received.
- DHASWA aggregates the de-identified information into a report to its national funding body, Doctors Health Service (DrHS). This information is used by DrHS and DHASWA to help assessing trends in Doctors health issues and identify at risk groups.
- Individual reports received from DHASWA doctors are securely destroyed once consolidated.

## Privacy related questions and complaints

If you have any questions about privacy-related issues or wish to complain about a breach of the Australian Privacy Principles or the handling of your personal information by us, you may lodge your

complaint in writing to (see below for details). We will normally respond to your request within 30 days.

If you are dissatisfied with our response, you may refer the matter to the OAIC:

**Phone:** 1300 363 992

**Email:** [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

**Fax:** +61 2 9284 9666

**Post:** GPO Box 5218

Sydney NSW 2001

Website: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>