

PRIVACY POLICY & PATIENT INFORMATION GUIDE

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Welcome to Paradise Ultrasound Specialists

Thank you for choosing Paradise Ultrasound Specialists for your diagnostic imaging care.

We are committed to providing compassionate care, advanced diagnostic imaging technology and exceptional service in a safe and respectful environment.

We value the trust you place in us and understand that your personal and health information is sensitive.

This booklet explains how we collect, use, store and protect your information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APP's).

Our Privacy Commitment

Paradise Ultrasound Specialists complies with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and all applicable healthcare privacy requirements. We are committed to protecting your personal and health information throughout your healthcare journey.

If you have any questions, please speak with our team, we are here to help.



Our Commitment to you

We will always respect your privacy, maintain the confidentiality of your information and only use it for the purpose of providing you with the best possible care.

Your Privacy & the Information We Collect

We only collect personal and health information that is reasonably necessary to provide safe, high quality diagnostic imaging services.

Personal Information May Include:

- Name, date of birth, address and contact details
- Medicare, DVA, private health insurance and Centrelink concessions.
- Emergency contact information (where applicable)
- Payment and billing information

Health Information May Include:

- Details of your medical history and symptoms
- Referrals from your doctor or specialists
- Previous imaging reports
- Ultrasound imaging and other diagnostic imaging
- Examination reports and clinical findings

How We Collect Your Information

Your information may be collected:

- Directly from you
- From your referring doctor or specialist
- From hospitals or other healthcare providers involved in your care
- From Medicare, DVA or your private health insurer where necessary.
- Through our website, referral upload forms and appointment requests

Why We Collect Information

- To provide you with appropriate diagnostic imaging care
- To communicate with your referring doctor or other healthcare providers
- To send reports and results
- To claim Medicare, DVA or private health insurance benefits (where applicable)
- To meet our legal, professional and accreditation obligations
- To improve the quality and safety of our services.

How We Protect Your Information

We take the security of your information seriously and have implemented a range of safeguards to help protect it from loss, misuse, interference and unauthorised access, modification or disclosure.

Secure Systems

Our patient information is stored in secure electronic systems with restricted access.

Password Protection

All computers and devices are password protected and regularly updated.

Confidential Staff

Our team members are trained in privacy and are required to respect the confidentiality of your information.

Secure Reporting

Results and images are transmitted securely to your referring practitioner.

Physical Security

Our premises are secured and access to areas containing personal information is restricted.

Data Backup

We maintain service backups to protect information in the event of a system failure.

Staff Confidentiality

All staff are bound by confidentiality obligations and receive ongoing privacy awareness training.

Continuous Improvement

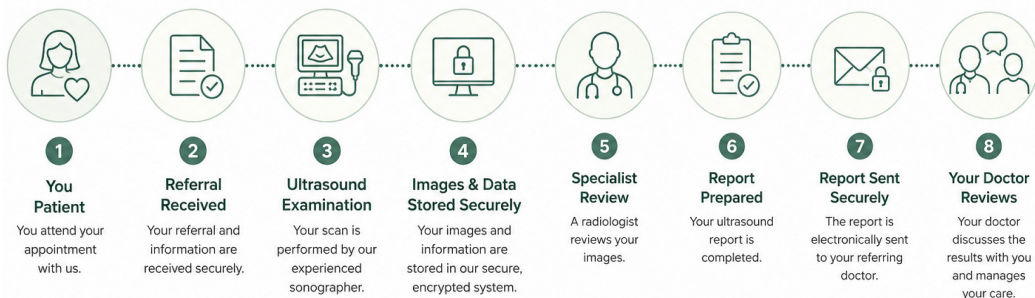
We regularly review our privacy practices and security systems to ensure they remain effective and compliant with current legislation.



While no system can be 100% secure, we continuously review and update our measures to protect your information.

How Your Information May Be Shared

We follow strict privacy practices to ensure your information is used appropriately and securely to support your care.



Who We May Disclose Your Information To

Your information may be shared only where necessary with:

- Your referring practitioner
- Specialists involved in your care
- Hospitals and other healthcare providers
- Medicare
- Department of Veteran Affairs (DVA)
- Your private health insurer
- Secure technology providers supporting our systems
- Government agencies where required by law.

Paradise Ultrasound Specialists does not sell, rent or trade your personal or health information.

Some of our technology providers that we use may store or process information outside Australia. Where this occurs, we take reasonable steps to ensure your information remains protected in accordance with Australian privacy laws.

Website & Cookies

Our website may use cookies and website analytics to improve performance and user experience. Information collected is generally anonymous and is not used to identify individual visitors.



Your privacy is our priority.

Your information is only shared with healthcare professionals involved in your care, or where required by Australian law.

We do not sell or disclose your personal information for marketing purposes.

You Have Rights in Relation to Your Information

You have rights in relation to your personal and health information.

Access

You can request access to the personal or health information we hold about you. We may ask you to verify your identity before releasing personal or health information.

Correction

You can ask us to correct any information that you believe is inaccurate, incomplete or out of date.

Questions

You can ask us questions about how your information is collected, used, stored and disclosed.

Complaints

If you are concerned about a privacy issue, please contact our Privacy Officer. We will investigate your complaint and respond as soon as possible.

If You Are Not Satisfied

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC). www.oaic.gov.au

We're Here to Help

If you have any questions, concerns or would like to access or correct your information, please contact our Privacy Officer.



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Frequently Asked Questions

Who will see my ultrasound images and report?

Your images and report will be sent to your referring doctor or specialist. They will discuss the results with you directly.

Can my family or partner receive my results?

We can only release your results to you unless you give written consent for us to share them with another person.

How long do you keep my records?

We retain your medical records in accordance with Australian legal and professional requirements.

Can I request a copy of my images or report?

Yes. You can request a copy of your images or report via the Patient Portal Card.

Is my information secure?

Yes. We use secure systems and strict privacy measures to protect your information.

Do you use my information for marketing?

No. We do not use your personal or health information for marketing purposes without your consent.

How is information collected online?

If you submit an appointment request, upload a referral or contact us through our website, the information you provide is securely transmitted and only used to assist with your healthcare.

If you have any further questions, please speak with our team. We are always happy to help.

Thank You For Trusting Us With Your Care

We value your trust and are dedicated to protecting your privacy at every step.



For More Information

For more information about privacy in Australia, please visit the Office of the Australian Information Commissioner. www.oaic.gov.au

Policy Updates

This Patient Privacy & Information Guide may be updated from time to time to reflect changes in legislation, technology or our business practices.

The latest version of this Privacy Policy is available at
www.paradiseultrasound.com.au

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*For further information about Privacy in Australia visit
www.oaic.gov.au*