

# PRIVACY INFORMATION SHEET FOR HCF PROVIDERS OF EXTRAS TREATMENT

**This document seeks to help you understand your privacy obligations, including getting HCF members' consent to disclose their personal and health information (e.g., patient records) when HCF seeks to verify claims. The following information sets out when HCF collects consent and your obligations under the Terms & Conditions for HCF Recognised Providers of Extras Services.**

## **HCF MEMBERS CONSENT**

HCF members consent to the collection of their personal information including health information by HCF when:

- they apply to join HCF.
- they make a claim for benefits to HCF, by submitting a claim form, including online platforms, or through HICAPS or HealthPoint receipts.

HCF members are also notified that HCF may request information relating to their HCF claims (to verify claims) from health service providers and provide consent for HCF to contact health service providers accordingly.

## **TERMS & CONDITIONS FOR HCF RECOGNISED PROVIDERS OF EXTRAS SERVICES (HCF TERMS)**

As an HCF Recognised Provider of Extras Services, it is your responsibility to ensure you have valid consent to provide information to HCF about a person who is a HCF member and/or the services they receive, if HCF requests it. This is a condition of the HCF Terms:

- Section 4.1 (i) of the HCF Terms requires you to comply with any reasonable request from HCF for information or documents to verify a claim for benefits for treatment provided by the Recognised Provider, subject to Section 9; and
- Section 9.3 of HCF Terms requires providers to make sure they have all the necessary consents required to comply with this section, including the right to disclose patient records from any third party that was involved in the provision in an extras service to a member.

You may obtain this consent at or before the time of initial collection (e.g. at your first appointment) or at a later date but must occur before any information is disclosed to HCF.

## **COMMONWEALTH AND STATE LEGISLATION**

To be valid, consent must be obtained in accordance with all of the relevant legal and regulatory requirements. You should note:

- The collection, use, disclosure, storage and security of personal information is regulated under National and State Law.
- All personal information collected while providing a health service is considered health information, meaning that some stricter requirements apply when handling it.
- The Privacy Act 1988 (Cth) and Australian Privacy Principles apply to all private sector health service providers including organisations and practitioners. In some states and territories, state privacy legislation also applies.
- Public health service providers, such as public hospitals, are subject to state privacy legislation in most states and territories.
- Health practitioners need to be aware of their legislated privacy obligations including in respect of sharing, storing and maintaining the security of health information and other personal information.
- In order to give consent, a person must be adequately informed and have the capacity to understand and communicate their consent. Consent must be given voluntarily, be current and be specific.

## **HCF GROUP PRIVACY POLICY**

All personal information provided to HCF is handled in accordance with our Privacy Policy available at [hcf.com.au/privacy](https://www.hcf.com.au/privacy)