

Speech Results

Privacy Policy and Health Information Collection Statement

Speech Results Pty Ltd is an independent Speech Pathology practice owned by Stephanie Rickard, Speech Pathologist.

Our privacy policy is guided by the Privacy Act, the Health Records Act and Freedom of Information legislation.

We collect information about your child for the primary purposes of providing comprehensive assessment, accurate diagnosis and quality treatment. Some information will also be collected / used for administrative purposes such as confirming appointments and billing you, your health insurer or your compensation agency. Information will be used within the practice for handover when another Speech Pathologist will be providing you or your child with ongoing services.

Speech Results may disclose information regarding diagnosis or treatment to your GP, Paediatrician or others involved in providing care only with your consent. In the case of health insurance or compensation claims, it may be necessary to disclose information and/or collect information that affects your treatment. We will not disclose your information to other commercial companies. Specific service or product information which may be suitable for you or your child's Speech Pathology management, may be forwarded to you, unless you instruct us not to forward this type of information.

Our client information is stored securely (on our own server and/or cloud based Australian servers) and only practice staff have access to this information. Speech Results takes all reasonable steps to ensure that information collected about you is accurate, complete and up to date. You may access your information on request. A fee may be charged to cover the administrative time involved in meeting your request. If you believe that any of the information is inaccurate we may be able to amend it accordingly. If you do not provide relevant personal or health information, in part or in full, to Speech Results it may result in incomplete assessment. This may impact on the diagnosis and the following therapy that is provided. Your child's file will be stored securely until your child reaches the age of 25 years, as required by the Health Records Act.

Any concerns that you may have about this policy or about our management of your private information can be directed to Stephanie Rickard, Principal Speech Pathologist. A copy of this policy is available upon request.

You may contact Speech Results by mail, email or telephone.

Stephanie Rickard
Revised April 2018