

Privacy Policy

JESSUP OSTEOPATHIC CLINIC

93 High Road, Gorleston, Gt. Yarmouth NR31 0PE

This Privacy/Data Protection Policy complies with Article 9 Paragraph 2(h) GDPR 2018 and refers to personal data, which is defined as information for medical / Health/ or social care services pursuant to a contract with a health professional concerning any living person that is not already in the public domain

Appointed person with responsibility for data protection

Melvin Jessup

Registered with the Information Commissioners Office

Melvin Jessup

Information Held

The following information is collected: Patient name, address, date of birth, email address, phone numbers, GP details, past medical history, medications family medical history and case history for treatment carried out at clinic. All information is given by the patient or their carer, parent or legal guardian.

Data Collection

Information collected is sufficient for the purpose of making informed clinical decisions and providing treatments.

Data is collected orally on the phone by reception staff or practitioners to book appointments and take contact details. Personal details and Medical information is collected by osteopaths and / or reception staff at a face to face appointment.

Patient contact details and appointments are stored on the computer and manually Patient clinical records are manual/electronic .

Data Storage

All data is held in the United kingdom . We do not store personal data outside the EEA

In the event of the death of the holder of the patient records the following arrangements are in place s to access patient record, the role of Data controller will be assumed by another member of the senior management team.

Retention policy

We will process personal data during the duration of any treatment and will continue of store only the personal data needed in accordance with our statutory requirements for data retention which are 8 years or up to 25 years of age for children and minors.

After eight years all personal data will be deleted, unless basic information is needs to be retained by us to meet our future obligations to you.

Paper Notes are destroyed by shredding/incineration . Electronic records are deleted from the system after the statutory required period.

Consent

Patient data is also used for appointment reminder text messages, a newsletter and marketing which patients opt in to

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with a tick box/verbally on their first visit. We check patients still want to receive communications on a regular basis. Parents must give consent for communication with children under 16 years.

Data Sharing

Information is only shared with other persons with patient's permission. This would usually be with other health professionals. Patient information is never passed on to other practitioners, persons or companies.

Data would extremely rarely be shared without consent if there was a legal order or in cases of serious safety risks.

We will only collect the information needed so that we can provide you with the services you require, Jessup Osteopathic Clinic does not sell or broker your data.

Data Checks

Every year we check all active patient data is correct.

Security

Access to paper records is restricted to practitioners and admin staff who have signed a confidentiality agreement.

All electronic data is password protected and access to information can be restricted. Systems are kept updated and anti virus security systems are in place and updated.

Passwords are changed every 6 months. Data breaches will be detected by observing signs of unauthorized entry to storage areas, monitoring communications or becoming aware of a security breach (e.g. a virus or unauthorized log on or change to permissions) on the computer system. Data breaches will be investigated and reported to the Information Commissioner's Office by the appointed person. Patient's will be informed if we believe a data breach has occurred.

Patients may contact the Information Commissioner's Office if they believe a data breach has occurred. Information Commissioner's Office: 0303 123 1113

Subject Access Requests

All staff know that subject access requests must be responded to within a month and no charge can be made.

Data is only released on receipt of a signed request from patients or in exceptional circumstances. Any data sharing is detailed in the patient record.

In the event you wish to make a complaint about how your personal data is being processed by the Jessup Osteopathic Clinic you have the right to complain to us. If you do not get a response within 30 days, you can complain to the ICO.

Name:	Melvin Jessup DO	Signature:	
Position:	Partner	Practice:	Jessup Osteopathic Clinic
Date:	25 th April 2018	Review Date:	26 May 2019

CONFIDENTIALITY POLICY

JESSUP CLINIC

CONFIDENTIALITY POLICY

Our patients have trusted us to provide their osteopathic care. As part of the practice team we all have a responsibility to maintain the trust of our patients. Our patients must be able to trust us with their information. whether paper or electronic, will remain the exclusive property of the Practice .

Confidentiality is a legal requirement of practices but it is also of great value to us as a practice and therefore we would like the whole practice team to agree to make the following commitments:

- ❖ patient records and information will be stored securely when not in use
- ❖ practitioners and reception staff will only view patient information they need to see
- ❖ practitioners and reception staff will not access records unnecessarily
- ❖ we will keep confidential who visits our practice, where they live, the date and times of their appointments and any other personal or medical details
- ❖ we will not disclose information to relatives or friends of patients without permission from the patient
- ❖ we will not discuss our patients or colleagues and breach confidentiality

Please note that it is a criminal offence to unlawfully obtain or access personal data. This applies to the access of patient data and has resulted in prosecutions in healthcare settings in the past.

If anyone asks you for patient information either face to face or on the phone, please explain to them our confidentiality policy and hopefully that will increase their respect for our practice.

Please sign below to confirm that you have read and understood the confidentiality policy of the practice and that you agree to follow our requirements and continue to give our patients every reason to trust the practice.

CONFIDENTIALITY POLICY

Name:		Signature:	
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