



## CONDITIONS OF SERVICE HAZEL SACHAROWITZ INC T/A LOW VISION CARE CENTRE

### **BOOK AN APPOINTMENT**

PLEASE READ THE FOLLOWING BEFORE BOOKING AN APPOINTMENT

- Only use this to book an appointment for a full eye test
- If there is no suitable time available, please call the practice for further options
- Please arrive 10 minutes before your appointment to complete the necessary documentation
- Do not use this to book an appointment for the following:
  - Spectacle collection
  - Repairs to glasses or frames
  - General enquiries

Feel free to contact on 011678 4438 or 072 154 1992 for any queries

### **PRIVACY POLICY:**

We respect your right to privacy and therefore aim to ensure that we comply with the legal requirements of the POPI act which regulates the manner in which we collect, process, store, share and destroy any personal information which you have provided us. For more information visit <https://popia.co.za>

### **POPI Section 18 – Privacy Notification for Collecting Information from Patients**

**Section 14 of the Constitution of the Republic of South Africa, 1996, provides that everyone has the right to privacy; furthermore, the Protection of Personal Information Act, 4 of 2013 (POPI) further reiterates that the right to privacy includes a right to protection against unlawful collection, retention, dissemination, and use of personal information.**

**Low Vision Care Centre is highly committed to maintaining high standards of information security, privacy, and transparency, whether as a Responsible Party or as an Operator in terms of POPI.**

Application of this Privacy Notification:

This explains how Low Vision Care Centre, referred to as “the Optometrist” or “we,” “our”, handles your Personal Information and can include Personal Information about others where you share their Personal Information with us. It details how we collect your Personal Information, why we collect it, and to whom we may share it. This Privacy Notification also discloses your Personal Information rights. It applies to all your Personal Information, including Personal Information stored electronically or in hard copy and Special Personal Information, which includes Personal Information about racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade-union membership, and the processing of genetic information, biometric information for the purpose of uniquely identifying a natural person, information concerning health or information concerning a natural person’s sex life or sexual orientation, and information relating to criminal behaviour.

Definitions

- ‘The Practice’ means HAZEL SACHAROWITZ INC t/a LOW VISION CARE CENTRE.
- ‘Patient’ means the user of healthcare services provided and/or the patient’s legal guardian.

- ‘Personal information’ means information that identifies or relates specifically to the patient, which shall include all health and medical information, personal identification information, and benefit information as defined in POPI; and
- ‘POPI’ means Protection of Personal Information Act, 4 of 2013.

What Personal Data may we collect [Section 18(1)(a)]

The Practice collects and processes the patient’s personal information, which can come directly from the patient or from third parties such as referring medical practitioners.

The information we process about the patient, may include the following categories of Personal Information:

- Name & Surname
- Age and date of birth
- Demographic data
- Personal contact information (address, telephone, email address)
- Medical Scheme Information
- Communication information
- Payment related information
- Health and other Special Personal Information

We may process your Personal Information for the following purpose [Section 18(1)(c)]

The Optometrist who provides the patient with care maintain records about patient health and any treatment or care the patient has received previously. These records help to provide the patient with the best possible healthcare.

The health records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that patient information is kept confidential and secure. Records which the Practice hold about the patient may include the following information;

- Details about the patient, such as patient address, referral documents
  - Any contact the Optometrist has had with the patient such as appointments, practice visits, etc.
  - Notes and reports about patient health
  - Details about patient treatment and care
  - Results of investigations such as fundus photos, scans etc.
  - Relevant information from other health professionals, teachers, etc
- Other purposes for retaining records may include:
- Further the diagnosis or ongoing clinical management of the patient
  - Be used for administrative or other purposes;
  - Be kept for historical purposes
  - Promote good clinical practices
  - Make case reviews possible

Is the supply of the information voluntary or mandatory [Section 18(1)(d)]

Supplying of certain types of information is mandatory. Section 13 of the National Health Act, 2003, provides that the Practice must ensure that a health record containing such information as may be prescribed is created and maintained for every user of health services. Paragraph 4.1 of the Health Professions Council of South Africa’s Booklet 9: Guidelines on Keeping of Patient Records provides that we must enter and maintain at least the following information for each patient consulted:

- Personal (identifying) particulars of the patient.
- The time, date and place of every consultation.
- The assessment of the patient’s condition.
- The proposed clinical management of the patient.
- Details of referrals, if any.
- Written proof of informed consent, where applicable

Consequences of failure to provide the information [Section 18(1)(e)]

If the patient,

- refuses to provide personal information which we request;
- does not consent to us handling personal information in accordance with this Privacy Notification; or

▪ revokes any consent regarding the handling of personal information by us which the patient has previously given, then such refusal or revocation of previously given consent might prevent us from performing our services to the best of our ability, and this might in turn, depending on your circumstances, adversely affect the patient.

Laws authorizing or requiring the collection of the information [Section 18(1)(f)]

- National Health Act, 2003 - Section 13
- Booklet 9: Guidelines on Keeping of Patient Records of the Health Professions Council of South Africa's - Paragraph 4.1
- Medical Schemes Act, 1998 – section 59(1)
- Health Professions Act, 1974 – Section 53(2)

Recipient or category of recipients of the information [Section 18(1)(h)(i)]

In order to deliver the best possible service, the Optometrist will share information (where required) with –

- other healthcare practitioners (including their practice staff in some cases) such as other Optometrists, Ophthalmologists, Occupational Therapists, etc
- Authorised staff members of the Practice
- Where the patient is a minor, the patient's parents and /or guardians
- Third party service providers such as:
  - o Companies that provide IT services & support, data hosting service providers; document management services etc.
  - o Patient's Medical Aid Schemes or Medical Aid Service Provide
  - o Accounting and Tax related services

When we use a third-party service providers to process personal information on our behalf then we will have an appropriate agreement in place to ensure that they keep the information secure, that they do not use or share information other than in accordance with our instructions and that they are operating appropriately.

How can you access, rectify or object to the personal information that you have given to us [Section 18(1)(h)]

Even if we already hold patient personal information, the patient still has various rights in relation to it. To get in touch about these, please contact us. We will seek to deal with the patient request without undue delay, and in any event in accordance with the requirements of any applicable laws. Please note that we may keep a record of the patient's communications to help us resolve any issues which the patient may raise.

Right to object: If we are using patient information because we deem it necessary for our legitimate interests to do so, and the patient does not agree, the patient has the right to object. We will respond to the patient request within 30 days (although we may be allowed to extend this period in certain cases).