



pacific transcription

On-line, on-time and on-call transcription

Web: www.pacifictranscription.com.au

Email: enquiries@pacifictranscription.com.au

Suite 13, 2081 Moggill Rd, Kenmore, QLD 4069 • Ph: (07) 3378 2668 or 1300 662 173

PACIFIC TRANSCRIPTION SOLUTIONS PRIVACY POLICY

At Pacific Transcription Solutions, we recognise the importance of our clients' privacy and confidentiality. As such, we are committed to providing and maintaining industry leading confidentiality and security standards.

Pacific Transcription Solutions is compliant with the National Privacy Principles contained in the Privacy Act 1988 (Cth), as well as the Guidelines on Privacy in the Private Health Sector issued by the Federal Privacy Commissioner under the National Health Act 1953 (Cth). These are available to view at: www.privacy.gov.au.

In ensuring a maximum level of privacy, Pacific Transcription Solutions undertakes various measures, including but not limited to:

Secure Website

Pacific Transcription Solutions maintains a secure online website, housed at Global Switch (<http://www.globalswitch.com/locations/sydney.en.html>) Sydney in the CBD, to which clients can upload information and audio. All access to the site is auditable via ISP number, and SSL 128 bit encryption is used throughout. All client accounts are password protected and clients can set their own passwords which are not stored by Pacific Transcription Solutions.

Limited use of Personal Information

Pacific Transcription Solutions limits the distribution of personal information of clients so that typists working for Pacific Transcription Solutions are only allowed access to audio files. Only client information necessary for proper completion of the transcription services is made available.

Medical Records and Health Records Information Privacy

Medical records require additional safeguards to protect the sensitive and personal nature of the information they contain. Pacific Transcription Solutions recognises the importance of privacy to medical clients, and has implemented a number of streamlined processes to ensure the upmost security of information for these clients. Privacy is considered a key element of Pacific Transcription Solutions' service delivery, and as such is monitored closely by the Managing Director.

As a specialised medical transcription company, Pacific Transcription Solutions is dedicated to maintaining open communication with clients and typists to ensure all privacy requirements are met. Pacific Transcription Solutions also allows full client access to operating systems to demonstrate the strength and integrity of security and privacy procedures.

Central to this are Pacific Transcription Solutions' dedicated medical transcription team. This team includes experienced typists and quality managers, who are familiar with the Pacific Transcription Solutions privacy policy and relevant statute and individual client requirements.

Employee and Subcontractor Confidentiality Agreements

All employees of and subcontractors to Pacific Transcription Solutions sign a confidentiality agreement before the commencement of work. This agreement is in compliance with the National Privacy Principles contained in the Privacy Act 1988 (Cth).

Document Return

Completed documents can be returned via upload to the client account on the secure website, thus restricting access to those holding the login and password details, or if preferred, documents can be returned via email.

Audit Trail

All activity on the Pacific Transcription Solutions secure website is fully auditable by Pacific Transcription Solutions. Typist activity is recorded, providing a complete audit trail of when and by whom audio and documents are accessed.

Purging of Documents

Documents transcribed by Pacific Transcription Solutions are stored until payment of invoice by the client. At regular intervals, documents are purged from our archives and servers.

International clients and files

Australian National Privacy Principles are compliant with Health Insurance Portability and Accountability Act (HIPAA USA), directives from the Information Commissioners Office (UK) and NZ privacy standards. Non-disclosure agreements are available on request. Transferring files between countries is done so in compliance with the National Privacy Principles.

For more information please contact us on 07 3378 2668 or email us on enquiries@pacificttranscription.com.au.

Last updated April 8, 2011

Copyright © Pacific Transcription 2011