



Clinic Client Health Records Disposals Policy

Policy Code: CLI-018

Version: 3.0

Effective Date: 13 July 2020

Purpose

This policy is to ensure that the College follows regulatory requirements for the safe storage, archival and disposal of Clinic Client Records to maintain confidentiality of client information.

Definition of “College” – *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and FIAFitnation. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names / entities.*

Scope

- All campuses
- Clinic staff
- Students

Policy Statement

There are requirements in many areas for the storage of client’s records. Client records in public health facilities are governed by a number of State Acts that require client records to be secured stored.

Client records must be kept for at least seven (7) years after the client treatment or care ceases in the case of adult clients. Client records for children (under 18 years of age) must be kept until the client reaches the age of 25 years.

The destruction of client records before seven years after cessation of treatment could be construed as a breach of duty of care or a breach of an implied term of the practitioner / client contract.

Under *National Privacy Principles* guidelines, appropriate measures must be undertaken by the health practitioner to ensure the confidentiality, security and preservation of records and access to information.

This Policy must be read in conjunction with [Guidelines for Client Record Keeping](#).

Archiving Procedure

Endeavour Wellness Clinics conduct archiving on a regular basis, at a minimum of once per year. Documents are archived offsite with our National provider Recall. ACT, NSW and VIC have minimum period of time guidelines in place, which Endeavour Wellness Clinics consider to be appropriate in an Australian wide context.

Disposal of Records

Disposal of clinic client records must be carried out in a secure manner in order to protect client confidential information, such as by shredding or using a secure document disposal service. Records must be kept of all documents disposed of. Clinic Manager is to liaise with archiving provider to ensure disposal takes place in an appropriate timely manner. Our National provider must provide certification to confirm confidential destruction.



Definitions

Not Applicable

Related Procedures

Clinic Client FOI - Requests for Records Procedure

Further Information

Related Policies

Clinic Client FOI – Requests for Records Policy

Related Documents

Clinic Handbook

Guidelines

Client Record Keeping Guideline

Benchmarking

Not Applicable

Supporting Research and Analysis

Not Applicable

Related Legislation

[Health Records Act](#)

<http://www.alrc.gov.au/publications/28.%20Data%20Security/information-destruction-and-retention-requirements>

(Through ALRC, we are keeping abreast of new Australia-wide and state requirements)

[Privacy Act 1988 \(Schedule 1 - Australian Privacy Principles\)](#)

Review and Approval

Policy Author

Associate Director – Clinical Services

Policy Owner

Director of Clinic and Campus Operations

Contact

Director of Clinic and Campus Operations



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Approval Body

College Council

Meeting date: 24 August 2012

Policy Status

Revised

Responsibilities for Implementation

- Director of Clinic and Campus Operations
- Clinic Managers
- Clinic Supervisors
- National Campus Manager Liaison

Key Stakeholders

- Academic staff
- Campus Managers / Campus Coordinators
- Director, Student Services and Retention
- Director of Education
- National Quality, Governance & Compliance Manager
- National Manager, Student Systems
- Students