

Patient Policy:

## Privacy and health information statement



We recognise that your privacy is important to you. This Privacy Policy has been prepared in accordance with the New Zealand Privacy Act and applicable codes under the Privacy Act.

# Privacy statement:

### What kind of personal information we collect:

We collect personal and store information about you including:

- Personal details: Your name, email address, residential address and contact information (including next of kin)
- Enrolment information: Including eligibility to enrol and receive subsidised healthcare
- Social information: Including employment information and family situation
- Health information: Including your full medical record, results, and correspondence
- General / other information: where this is required for us to provide you with our services

### Where we collect personal information from:

We primarily collect personal information directly from you when you interact with us or enrol with us.

By accepting services from us, you agree we can collect information about you from the following sources:

- From other health providers and shared health records:
  - Receipt of laboratory, radiology or other results
  - Receipt of correspondence from hospitals, emergency departments, after-hours providers, specialist services, public health, allied health providers or other secondary and community care providers – including discharge summaries, outpatient or specialist letters
  - Accessing authorised national or regional health information systems such as [Healthone](#) and [NZePS](#) to support your care by checking your medical history, laboratory or radiology results and current prescribing

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- Proactively contacting a hospital or specialist service to follow up on a referral or seek advice or an update on your care, where that contact results in information about you being shared with us
- Information from screening programmes and other health programs (such as bowel, breast or cervical screening, Immunisation services), including results, or notifications regarding attendance or non-attendance
- Administrative information from The Ministry of Health, Health NZ, our PHO (Waitaha PHO), or other healthcare-provision organisation
- From non-health agencies, organisations, and individuals
  - Contact from or correspondence with Police, Firearms Safety Authority, legal representatives, Oranga Tamariki, insurance companies, education providers, Ministry of Social Development (Work and Income New Zealand) and the Accident Compensation Corporation
  - Receipt of correspondence from employers, regarding, for example, fitness to work
  - Family and friends of an individual may provide information to us from time to time

**Purposes for which we collect your personal information:**

- Providing safe and high quality primary healthcare and any other of our core services including routine screening
- Maintaining an accurate and up-to-date health record
- Administrative purposes such as contacting you, responding to queries, managing accounts, managing enrolment, funding claims and eligibility
- Providing health information as requested or agreed by you
- System improvements including audit and research (using de-identified information)
- Internal and external dispute resolution
- Complying with our legal obligations and assisting government and law enforcement agencies or regulators.
- Teaching purposes: We provide teaching and training for healthcare trainees (eg. Doctors, nurses, healthcare assistants)

If concerns are raised about the care or services we provide, we may disclose relevant health information to our regulators, insurers, indemnity providers, or legal advisers for the purpose of managing and responding to the concerns.

**Marketing Communications:**

By accepting the terms of this privacy policy and providing us with your personal information, you agree to us using that personal information for the purpose of informing you about, and providing our health services, or providing your information to relevant persons and third parties we have dealings to provide services to you such as health specialists.

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## **What are the consequences of you not providing the personal information:**

If you do not provide us with all the personal information we have requested from you, we may not be able to complete your enrolment and provide ongoing services.

## **How you can access your personal information:**

You may request access to your personal information we hold by emailing us at [reception@selwynvillagehealthcare.co.nz](mailto:reception@selwynvillagehealthcare.co.nz). We will usually provide you with a copy of the personal information we keep about you, however in certain circumstances we may not be able to provide you with a copy of your personal information (and are not required to under the Privacy Act), for example, if the information does not exist, cannot be found or is not readily retrievable.

## **Your rights of access and correction**

Under rules 6 and 7 of the Health Information Privacy Code, you have the right to request access to the health information this practice holds about you, and request correction of that information, if you believe it to be inaccurate.

## **Amendments to this policy:**

We may amend this privacy policy at any time by notice on the website. Any such amendments will apply from the date stated on the website. By accessing the website and/or continuing to use our services you will be deemed to agree to our updated Privacy Policy.

## **Governing Law:**

This privacy policy is governed by New Zealand law. The parties submit to the non-exclusive jurisdiction of the New Zealand courts in respect of all matters arising under or in connection with these customer service terms.

## **HealthOne:**

Please note that this practice is contributing to, and accessing healthcare information from HealthOne.

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## What is HealthOne?

HealthOne is a South Island based secure electronic record that allows registered healthcare providers directly involved in your healthcare, to quickly access information such as your test results, allergies, medications, GP summaries and hospital information.

HealthOne strictly adheres to the principles of the Privacy Act 2020 as well as the Rules set out in the Health Information Privacy Code 2020. Access is only possible via an approved highly secure healthcare information network which is regularly audited and tested.

Privacy auditing is used to check that only those directly involved in your care are accessing your information.

To find out more about HealthOne please visit <https://healthone.org.nz/>. Please note that you are entitled to restrict the sharing of your healthcare records by contacting 0508 837 872 or emailing [HealthOne.privacy@pegasus.health.nz](mailto:HealthOne.privacy@pegasus.health.nz)

# Health information statement

## Access to my health information

I have the right to access (and request to be corrected) my health information under Rules 6 and 7 of the Health Information Privacy Code 1994.

## Visiting another GP

If I visit another GP who is not my regular doctor, I will be asked for permission to share information from the visit with my regular doctor or practice.

If I have a High User health card or a Community Services card and I visit another GP who is not my regular doctor, he/she can make a claim for a subsidy; and the practice I am enrolled with will be informed of the date of that visit. The name of the practice I visited and the reason(s) for the visit will not be disclosed unless I give my consent.

## Patient Enrolment Information

The information I have provided on the Practice Enrolment form will be:

- Held by the practice
- Used by the Ministry of Health to give me a National Health Index (NHI) number, or update any changes
- Sent to the PHO and Ministry of Health to obtain subsidised funding on my behalf
- Used to determine eligibility to receive publicly funded services. Information may

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be compared with other government agencies but only when permitted under the Privacy Act.

## Health Information

### Members of my health team may:

Add to my health record during any services provided to me and use that information to provide appropriate care

Share relevant health information to other health professionals who are directly involved with my care

## Audit

In the case of financial audits, my health information may be reviewed by an auditor for checking a financial claim made by the practice, but only according to the terms and conditions of section 22G of the Health Act (or any subsequent applicable Act). I may be contacted by the auditor to check that services have been received. If the audit involves checking on health matters, an appropriately qualified health care practitioner will review the health records.

## Health Programmes

Health data relevant to a programme in which I am enrolled (e.g. Breast Screening, Immunisation, Diabetes) may be sent to the PHO or the external health agency managing this programme.

## Other Uses of Health Information

Health Information which will not include my name but may include my National Health Index Identifier (NHI) may be used by health agencies such as the District Health Board, Ministry of Health or PHO for the following purposes, as long as it is not used or published in a way that can identify me:

- Health service planning and reporting
- Monitoring service quality, and
- Payment
- Research

My health information may be used for health research, but only if this has been approved by an Ethics Committee, and will not be used or published in a way that can identify me.

Except listed above, I understand that details about my health status or the services I have received will remain confidential within the medical practice unless I give specific consent for this information to be communicated.

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## Enrolling with General Practice

General practice provides comprehensive primary, community-based, and continuing patient-centered care to patients enrolled with them and others who consult. General practice services include the diagnosis, management and treatment of health conditions, continuity of health care throughout the lifespan, health promotion, prevention, screening, and referral to hospital and specialists.

Most general practice providers are affiliated to a PHO. The fund-holding role of PHOs allows an extended range of services to be provided across the collective of providers within a PHO.

## Enrolling with a Primary Health Organisation (PHO)

### What is a PHO?

Primary Health Organisations are the local structures for delivering and co-ordinating primary health care services.

PHOs bring together doctors, nurses and other health professionals (such as Māori health workers, health promoters, dietitians, pharmacists, physiotherapists, mental health workers and midwives) in the community to serve the needs of their enrolled populations.

PHOs receive a set amount of funding from the government to ensure the provision of a range of health services, including visits to the doctor. Funding is based on the people enrolled with the PHO and their characteristics (e.g. age, gender, ethnicity). Funding also pays for services that help people stay healthy and services that reach out to groups in the community who are missing out on health services or who have poor health.

### Benefits of Enrolling

Enrolling is free and voluntary. If you choose not to enrol you can still receive health services from a chosen GP / general practice / provider of First Level primary health care services. Advantages of enrolling are that your visits to the doctor will be cheaper and you will have direct access to a range of services linked to the PHO.

### How Do I Enrol?

To enrol, you need to complete an Enrolment Form at the general practice of your choice. Parents can enrol children under 16 years of age, but children over 16 years need to sign their own form.

## Q & A

### What happens if I go to another General Practice?

You can go to another general practice or change to a new general practice at any time. If you are enrolled in a PHO through one general practice and visit another practice as a casual patient, you will pay a higher fee for that visit. So, if you have more than one general practice you should consider enrolling with the practice you visit most often.

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**What happens if the general practice changes to a new PHO?**

If the general practice changes to a new PHO, the practice will make this information available to you.

**What happens if I am enrolled in a general practice but don't see them very often?**

If you have not received services from your general practice in a 3 year period, it is likely that the practice will contact you to ask if you wish to remain with the practice. If you are not able to be contacted or do not respond, your name will be taken off the Practice and PHO Registers. You can re- enrol with the same general practice or another general practice and the affiliated PHO at a later time.

**How do I know if I'm eligible for publicly funded health and disability services?**

Talk to the practice staff, call 0800 855 151, or visit the [Guide to Eligibility Criteria](#).

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