

HEALTH INFORMATION PRIVACY STATEMENT

This practice is a member of Tū Ora Compass Health Primary Healthcare Organisation (PHO).

This statement is designed to help you understand what health information we collect, who may see it, how it is used, and the rights you have. We are required to keep your information accurate, up-to-date and relevant for your treatment and care.

Your health record belongs to you, you can see it, ask us to correct it, and find out how it's been used.

You directly consent to your health information being collected when you sign an enrolment form to register with this practice.

When do we collect information?

When you enrol, when you attend an appointment or when we receive information about you from other services.

What we collect

- Demographic information, for example, name, date of birth, gender, address, ethnicity, citizenship and NHI number
- Health information, for example, health conditions, medications, allergies, immunisations, test results
- Information about health care and treatment you have had, are currently having, or have been referred for.
- Information about financial transactions with the practice

How we collect information

We usually collect information directly from you. If we need to collect information from someone else, for example, a whānau member supporting you, we will check it with you when we can.

We will explain why we need information, how we will use it, and what choices you have.

Who we share information with

We share relevant health information with other health providers directly involved in your care e.g., pharmacy, hospital or private specialists, laboratory or radiology providers.

Health information is also shared with organisations involved in the planning, funding and delivery of healthcare. This includes Tū Ora Compass Health PHO and Health New Zealand/ Ministry of Health.

Information shared for planning, funding and statistical purposes is not allowed to be published in a form that could reasonably be expected to identify you.

We may also share information with:

- ACC – you consent to this at the time a claim is submitted. For historical information you will be asked separately for consent.
- Government agencies that check eligibility for publicly funded services

- Auditors who check that services and funding claims are correct
- Providers of other health care services when you are referred for testing or treatment
- Organisations at your direct request - e.g. health insurance, medical reports, driver's license medical assessment
- Other situations if required by law or if allowed by the Health Information Privacy Code 2020.

Uses of your health information

Your health information may be used for the following purposes:

- To assign a National Health Index (NHI) number
- To check eligibility for publicly funded health services.
- For support and delivery of PHO or publicly funded programmes such as screening services, diabetes care, immunisation
- To provide you with health care
- Health service planning, funding and reporting
- Monitoring and improving service quality
- Payment

Research

Health information that does not identify you may be used for research that has been approved by an Ethics Committee.

Visiting another practice

If you are under 18, or have a High User Health Card, or Community Services Card, and you visit a GP who is not your regular doctor, the place you are enrolled with for usual care will be informed of the date of that visit. The name of the practice you visited and the reason for the visit will not be disclosed unless you have agreed to this.

Shared health records

This practice contributes to an electronic shared health record. This provides a summary of your health information that can be accessed by other health providers within approved services, only when it is needed to support your health care.

You have options to control what information is made available to this record.

You can exclude

- All health information (called opting off)
- Health information from a certain practice or provider
- Specific health information like a health condition or medication

Talk to your practice or health care provider if you want to limit information or opt off.

Opting out may mean clinicians have less information about your health in urgent situations.

Your choices

Talk to us if you want to limit use of your information or ask for it not to be used in some ways.

Some uses are required by law or needed for safe care, but we will explain your options and any impacts on your care or access to subsidised services.

If you are under 16, we follow privacy and healthcare laws to decide what information can be shared with parents or caregivers. Clinicians may withhold information if sharing it would put a young person at risk.

Accessing your information

You have the right to see the information we hold about you.

You don't need to tell us why you're asking for your information, but we may need to confirm your identity first.

If you ask for another copy of the same information within 12 months, we may charge an administration fee. If this will be more than \$30 you will be given a quote before the request is processed.

Correcting your information

If you think something is wrong or incomplete, you can ask us to correct it.

If we cannot make the change, we will explain why and add a note to your record showing that you asked for a correction.

Collecting and storing and transmitting your health information

Health information is stored in our practice management and IT systems. When this is being transmitted from the practice to another location such as the PHO, shared health record or Health New Zealand we use secure transfer protocols to protect your information that meet HISO 10029:2022 Health Information Security Framework.

How long we keep your information

We keep your information for as long as required by law. In some cases, paper records may be securely destroyed after they have been safely digitised.

If something goes wrong

If a privacy breach occurs that could affect you, we will let you know and, where required, notify the Office of the Privacy Commissioner.

Questions or concerns

If you have any questions or worries about how your information is handled, please talk to us. If you are still unhappy with the response you can call the Office of the Privacy Commissioner toll-free on 0800 803 909, as they can investigate this further.

The Health Information Privacy Statement may be updated from time to time. The most recent version will be available at the practice and on our website.

For further information

Visit www.legislation.govt.nz to access the Privacy Act 2020, Health Act 1956, and the Health (Retention of Health Information) Regulations 1996.

The Health Information Privacy Code 2020 is available at www.privacy.org.nz. You can also use the Privacy Commissioner's Ask Us tool for privacy queries.

Artificial Intelligence

We may use AI supported tools to help with tasks such as transcription or summarising clinical notes. These tools do not make decisions about your care. Any information processed by AI is encrypted, kept within secure systems, and reviewed by a clinician before it becomes part of your record. If you do not want AI tools used in your consultation or would like to know which tool is being used, please let your clinician know.

HealthOne Privacy Statement

Please note that this practice is contributing to and accessing healthcare information from HealthOne. HealthOne is a secure electronic record that allows registered health care professions directly involved in your healthcare, to quickly access information such as your test results, allergies, medications, GP summaries and hospital information. HealthOne 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 87 872 or emailing privacy@healthone.health.nz.