

Health Information Privacy Statement (Registered Patients)

Purpose

We collect, use, store, and share your health information to provide you with safe, effective, and coordinated primary health care services.

Your health information is held securely by your general practice and may also be shared with or accessed by other health professionals involved in your care.

Access to your health information

You have the right to access your health information and request correction of it under Rules 6 and 7 of the Health Information Privacy Code 2020.

Patient enrolment information

The information you provide on your enrolment form will be:

- held by your general practice
- used by the Ministry of Health to assign or update your National Health Index (NHI) number
- shared with the PHO and Ministry of Health to enable funding for your care
- used to determine eligibility for publicly funded health services

Information may be matched with other government agencies where permitted under the Privacy Act 2020. Information may also be collected from other authorised sources to maintain accurate enrolment and funding records.

Collection of your health information including IPP3A information

We collect health information about you directly from you and, and indirectly, from other health and related service providers. For the purpose of maintaining an up-to-date health record and providing safe, high-quality primary health care, we may collect information about you from other agencies when you receive healthcare services from us.

We regularly receive updated health information from other health providers and health information systems involved in your care. This is done to support safe, continuous, and coordinated care.

We may receive your health information from:

Health service providers

- general practice or other primary care providers
- hospitals, emergency departments, and specialist services, including discharge summaries, outpatient or specialist letters
- laboratories and radiology providers
- after-hours and urgent care services
- allied health and other secondary or community services (e.g. physiotherapy, pharmacy, midwifery, mental health services, public and district health nurses)
- national and regional shared care or electronic health record systems (where available) to support your care by checking medical history, laboratory or radiology results and current prescribing
- screening programmes (such as immunisation, cervical, breast, and bowel screening)
- proactively contacting a hospital or specialist service to follow up on a referral or seek advice or update on your care, this contact may result in information about being shared with us.
- receipt of letters from screening programmes (such as breast, bowel, or cervical screening), including results or notifications regarding attendance or non attendance.

Other agencies (where permitted by law)

We may also receive relevant information from other organisations where authorised by law or where necessary to support your care or manage health services, including:

- Ministry of Social Development (Work and Income NZ)
- Accident Compensation Corporation (ACC)
- Oranga Tamariki – Ministry for Children
- New Zealand Police (for example, but not limited to, firearms licensing processes)
- Employers (for example fitness to work assessments, where relevant)
- Insurance providers or legal representatives (where involved in your care or claims)

Complaints

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.

Visiting another general practice (casual or after-hours care)

If you visit another general practice, urgent care clinic, or after-hours provider that is not your usual practice, relevant information about your visit may be shared with your regular general practice to support continuity of care and safe treatment.

This may include clinical notes, diagnoses, test results, prescriptions, and treatment provided.

In many cases, information sharing between health providers occurs as part of normal care processes, including electronic health systems and referral pathways. This helps ensure your health care providers have accurate and up-to-date information about your health.

If you have a High User Health Card or Community Services Card, subsidy claims may be made for eligible visits. In these cases, your enrolled practice may be informed that a subsidised visit has occurred.

Information about the specific practice visited and detailed reasons for the visit will not be shared unless this is required for your care or authorised by law, or you have given consent where appropriate.

Use of your health information by your care team

Members of your health care team may:

- add information to your health record during consultations or treatment
- access relevant information to provide safe and appropriate care
- share relevant information with other health professionals directly involved in your care

This includes information received from other providers or shared systems to support continuity of care.

Health programmes

If you are enrolled in a health programme (for example immunisation, diabetes care, or screening programmes), relevant health information may be shared with the PHO or the organisation managing that programme. Information may be provided to or received from these programmes where you are enrolled or eligible to be enrolled.

Audits and funding verification

Your health information may be reviewed for audit and funding verification purposes under section 22G of the **Health Act 1956** (or any replacement legislation).

Audits are conducted by authorised auditors. Where clinical review is required, it will be undertaken by appropriately qualified health professionals.

You may be contacted to confirm that services were provided.

Research

Your health information may be used for health research only where:

- it has been approved by an ethics committee
- it complies with privacy and ethical requirements
- it does not identify you in published results

Other uses of health information

De-identified health information (which does not directly identify you, and may include your National Health Index number where permitted) may be used by:

- PHOs
- the Ministry of Health
- other authorised health agencies for:
 - health service planning and reporting
 - service quality monitoring
 - funding and performance analysis
 - population health management

Confidentiality

Your health information is treated as confidential and will only be shared within your health care providers where necessary for your care, or where permitted or required by law. We will not disclose your information outside of these situations without your consent.

Health Information Privacy Statement (Casual Patient)

Purpose

We collect, use, store, and share your health information to provide you with safe and appropriate care during your visit. As you are attending as a casual (non-enrolled) patient, we may need to obtain and share information with other health providers to support your care.

Access to your health information

You have the right to access your health information and request correction of it under Rules 6 and 7 of the Health Information Privacy Code 2020.

Collection of your health information including IPP3A information

We collect health information about you directly from you and, and indirectly, from other health and related service providers. For the purpose of maintaining an up-to-date health record and providing safe, high-quality primary health care, we may collect information about you from other agencies when you receive healthcare services from us. We regularly receive updated health information from other health providers and health information systems involved in your care. This is done to support safe, continuous, and coordinated care. We may receive your health information from:

Health service providers

- general practice or other primary care providers
- hospitals, emergency departments, and specialist services, including discharge summaries, outpatient or specialist letters
- laboratories and radiology providers
- after-hours and urgent care services
- allied health and other secondary or community services (e.g. physiotherapy, pharmacy, midwifery, mental health services, public and district health nurses)
- national and regional shared care or electronic health record systems (where available) to support your care by checking medical history, laboratory or radiology results and current prescribing
- screening programmes (such as immunisation, cervical, breast, and bowel screening)
- proactively contacting a hospital or specialist service to follow up on a referral or seek advice or update on your care, this contact may result in information about being shared with us.
- receipt of letters from screening programmes (such as breast, bowel, or cervical screening), including results or notifications regarding attendance or non attendance.

This may include results, clinical correspondence, discharge summaries, referrals, and updates about your care.

Other agencies (where permitted by law)

We may also receive relevant information from other organisations where authorised by law or where necessary to support your care or manage health services, including:

- Ministry of Social Development (Work and Income NZ)
- Accident Compensation Corporation (ACC)
- Oranga Tamariki – Ministry for Children
- New Zealand Police (for example firearms licensing processes, where applicable)
- employers (for example fitness to work assessments, where relevant)
- insurance providers or legal representatives (where involved in your care or claims)

Complaints

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.

Sharing information with your regular general practice

To support continuity of care, we may share information about your visit with your regular general practice (if you have one). This may include details of your visit, diagnosis, treatment, and any test results. This sharing may occur through electronic health systems and routine clinical communication processes.

If you do not want information shared with your regular general practice, please let us know. In some situations, we may still need to share information where required to ensure your safety or where authorised by law.

Use of your health information

Your health information may be used by clinicians and staff involved in your care to:

- assess and treat your condition
- make referrals or request tests
- coordinate care with other providers

Health programmes

If relevant, information about your visit may be shared with health programmes (such as immunisation or screening services) to support your ongoing care.

Audits and funding verification

Your information may be reviewed for audit or funding verification purposes in accordance with applicable legislation, including section 22G of the **Health Act 1956**.

Research

Your health information may be used for research only where it has been approved by an ethics committee and will not identify you.

Other uses of health information

De-identified health information may be used by authorised health agencies for service planning, quality improvement and health system monitoring

Confidentiality

Your health information is treated as confidential and will only be shared within your health care providers where necessary for your care, or where permitted or required by law. We will not disclose your information outside of these situations without your consent.

Enrolling with General Practice

General practice provides comprehensive primary, community-based, and continuing patient-centred health care to patients enrolled with them. General practice services include the diagnosis, management and treatment of health conditions, continuity of care, 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.

Q & A

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 Maori health workers, health promoters, dieticians, 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).

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.

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.

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 and 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 Enrolment 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 <http://www.moh.govt.nz/eligibility> and work through the Guide to Eligibility Criteria.