

COLLEGE HILL DOCTORS PRIVACY STATEMENT

USE AND CONFIDENTIALITY OF YOUR HEALTH INFORMATION

We will respect your privacy. This fact sheet explains why we collect your information and how we use it.

Why we collect your information

We collect your health information from you and sometimes from others to keep a record of care. When you agree to use our services, we collect health information so we can provide you with quality treatment and safe care, as well as meet our legal obligations.

We also collect your health information to help:

- Keep you and others safe
- Plan and fund health services
- Carry out research approved by an ethics committee
- Train healthcare staff
- Prepare reports and statistics
- Support planning and improvement of health services
- Population health and quality improvement
- Sending reminders or recalls as appropriate

Confidentiality and information sharing

Your privacy and the confidentiality of your information is really important to us.

- Your health practitioner will record relevant information from your consultation in your notes
- We keep your information secure so people cannot see it without permission
- We may securely share your health information with health providers involved in your care, and with other agencies if you agree or if the law allows it
- You do not have to share your health information, but if you choose not to, it may affect your care. Talk to your health practitioner if you have any concerns
- You have the right to know where your information is kept, who can access it, and if the system keeps an access record, who has looked at or updated it

Health information we receive from third parties

By accepting health care services from us, you agree we can collect information about you from others for the purpose of maintaining an up-to-date health record and providing safe and quality primary health care. This may include:

From other health providers and shared health records:

- Receipt of laboratory, radiology or other results
- Accessing authorised national or regional health information systems (such as *Testsafe* or *Your Health Summary*) to support your care by checking your *referrals*, *appointments*, medical history, laboratory or radiology results and current prescribing etc.
- Receipt of correspondence from hospitals, emergency departments, urgent care or after-hours providers, *telehealth providers*, *other GPs*, specialist services, allied health providers (*including but not limited to physiotherapists, podiatrists, optometrists, audiologists, pharmacists, and paramedics*), *Clinical Research Facilities*, or other secondary and community care providers (*including but not limited to Healthline, Age*

Concern, district nursing, Plunket, Hepatitis Foundation etc) – including discharge summaries, outpatient or specialist letters, *or other written or telephone correspondence.*

- Contacting a hospital or specialist service *or other agencies* 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
- Receipt of letters from screening programmes (such as bowel, breast or cervical screening), including results, or notifications regarding attendance or non-attendance. *We may also proactively contact screening programmes to enquire about missing results to obtain them.*

From non-health agencies and organisations

- Contact from or correspondence with Police, legal representatives, Oranga Tamariki, insurance companies, *health data exchange experts used by insurance companies*, Ministry of Social Development (Work and Income New Zealand) and the Accident Compensation Corporation *and ACC Accredited Employer Programme (AEP) agent.*
- Receipt of correspondence from employers, regarding, for example, fitness to work
- Information from the New Zealand Police regarding firearms licences

Information quality

We're required to keep your information accurate, up-to-date and relevant for your treatment and care.

Your right to access and correct

You have the right to see your health information and ask us to correct it if needed.

- You can ask to see or get a copy of your health information. You do not have to explain why. You may need to show ID. If you ask for a second copy within 12 months, you may need to pay a small administration fee
- You can ask for your health information to be corrected. Practice staff should give you reasonable help. If your healthcare provider does not change it, you can ask for your view to be added to your file

Many practices offer a patient portal. This lets you see some of your health records online. Ask your practice if they offer one and how to sign up.

How your health information is used

Here are some ways your health information may be used:

If your practice works with a Primary Health Organisation (PHO), the PHO may use your information for clinical and administration reasons, including getting public funding for your care.

- The health information we collect is stored electronically by cloud service providers in New Zealand and Australia. These providers may process the information in other countries, but they do not store it there. The information is always encrypted, and the providers meet international security standards
- Health New Zealand (Te Whatu Ora) uses your information to provide care and improve its services
- An authorised health practitioner may carry out a clinical audit to check the quality of the care you received. They may look at health records if needed for the audit
- If you join a health programme, such as immunisation or breast screening, relevant information may be shared with other health agencies

- The Ministry of Health uses your personal details to give you a unique National Health Index (NHI) number. This number helps identify you when you use health services
- The Ministry of Health keeps health information to measure how well services are working and to help plan and fund future services. Auditors may sometimes review records of your visits and may contact you to confirm you received those services
- Births and deaths may be reported electronically to the Births, Deaths and Marriages register to make government services easier to use

Research

Your health information may be used in research approved by an ethics committee or when it has had identifying details removed.

- Research which may directly or indirectly identify you can only be published if the researcher has previously obtained your consent and the study has received ethics approval.
- Under the law, you are not required to give consent to the use of your health information if it's for unpublished research or statistical purposes, or if it's published in a way that doesn't identify you.

Complaints

You can complain if you are not happy with how your health information is collected or used. If concerns are raised about the care or services we provide, we may share relevant health information with regulators, insurers, indemnity providers, or legal advisers so we can manage and respond to those concerns.

Talk to your healthcare provider first. If you are still unhappy, you can call the Office of the Privacy Commissioner on 0800 803 909 or the Health and Disability Advocacy Service on 0800 555 050. They can investigate it further.

Further information

You can find more information on the Health New Zealand / Te Whatu Ora website at <https://info.health.nz/privacy/privacy-statement>.