

Health Information Privacy Statement

You health information is collected so we can provide you with quality care.

We also collect your health information to:

- Keep you and others safe
- Plan and fund health services
- Carry out authorised research
- Train healthcare professionals
- Prepare and publish statistics

Some examples of ways your health information can be used are:

- Your Primary Health Organisation uses your information for clinical and administrative purposes, including obtaining subsidised funding for you.
- Your DHB uses your information to provide treatment and care. It may also use your information for planning and funding purposes.
- The Ministry of Health uses your demographic information to give you a National Health Index (NHI) number¹. The NHI helps to identify you when you use health services.
- The Ministry of Health holds some health information in national collections² which helps to measure how well health services are delivered and to plan and fund future health services.
- From time to time auditors may conduct financial audits³ of your health practitioner. These auditors may review your records and may contact you to check that you received those services.
- From time to time a clinical audit⁴ may be conducted by a qualified health practitioner to review the appropriateness of services provided to you. If the audit involved checking on health matters, an appropriately qualified health practitioner will view the health records.
- When you choose to enrol in a health programme, relevant information may be shared with the health agency managing the programme.

Confidentiality and Information Sharing

Your privacy and the confidentiality of your information is our concern.

- Anything you say to your health practitioner may be included in your notes.
- Your health information will be shared with others involved in your healthcare, and with other agencies with your consent, or if authorised by law.
- You can choose not to share your health information in certain circumstances.
- Not sharing this information may affect the quality of care you receive.
- You have the right to know where your information is kept, who has access rights, and who has viewed or changed your information.
- Your information will be kept securely to prevent unauthorised access.

Quality

We undertake to keep your information accurate, up-to-date and relevant as is necessary for the purposes of treatment and care.

¹Demographic information includes name, address, date and place of birth and ethnicity. For more information about the National Health Index and your National Health Index number, see <http://www.health.govt.nz/our-work/health-identity/national-health-index>.

²Information on the collections, what they hold and what the data can be used for can be found at <http://www.health.govt.nz/nz-health-statistics/national-collections-and-surveys/collections>.

³A financial audit is an accounting process used in business. It uses an independent body to examine a business or organisation's financial transactions and statements. The ultimate purpose of this form of auditing is to present an accurate account of an organisation's financial business transactions. The practice is used to make sure that the organisation is trading financially fairly, and also that the accounts it is presenting to the public and/or to the shareholders are accurate and justified.

⁴A clinical audit is a process that has been defined as "a quality improvement process that seeks to improve patient care and outcomes through systematic review of care against explicit criteria and the implementation of change" (Ghosh R., ed; Clinical Audit for Doctors. Nottingham: Developmedica, 2009. (ISBN 978-1-9068390-1-7 - "www.nice.org.uk". Principles of Best Practice in Clinical Audit 2002. Retrieved in Aug 2010.). The key component of clinical audit is that performance is reviewed (or audited) to ensure that what should be done is being done, and if not it provides a framework to enable improvements to be made.

Access and Change

You have the right to access and correct your health information:

- You have the right to see and to request a copy of information about you. You do not have to give a reason for requesting that information. You may be required to provide proof of your identity. If you request a second copy of that information within 12 months, you may have to pay an administration fee for it.⁵
- You may ask for health information about you to be corrected and you can expect staff to provide you with reasonable assistance. It may be that the healthcare provider chooses not to change that information. If that happens you can have a note added to your file if the change is not made.⁶

Research

Your health information may be used in research approved by an ethics committee or when it has been made anonymous.

- If the research is to be published and may directly or indirectly lead to your being identified, this can only be done if the researcher has previously obtained your consent and the research has received ethics approval.
- If your health information is used for research or statistical purposes but is not published, or if it is published in a way that does not identify you, then the law currently does not require that you consent to this.⁷

Complaints

It is OK to complain – your complaints help ensure information is secure and trusted. Talk to your healthcare provider or freephone the Office of the Privacy Commissioner on 0800 803 909.

For further information, see the Health Act 1956, Official Information Act 1982, Privacy Act 1993 and the Health Information Privacy Code 1994.

The statutes can be found at www.legislation.govt.nz and the Health Information Privacy Code 1994 at <https://privacy.org.nz/the-privacy-act-and-codes/codes-of-practice/health-information-privacy-code/> or further information regarding health information and research, a copy of the Health and Disability Committee's Standard Operating Procedures can be found at <http://ethics.health.govt.nz/operating-procedures>

If you have any concerns or questions, talk to your healthcare provider or freephone the Office of the Privacy Commissioner on 0800 803 909.

Compass Health

Newtown Medical Centre is associated with the Compass Health PHO (Primary Health Organisation). In the event that you would like to talk to someone within the PHO, you may call Compass Health at (04) 801 7808, or you can email them at enquiries@compasshealth.org.nz.

5 See Rule 6 Health Information Privacy Code 1994

6 See Rule 7 Health Information Privacy Code 1994

7 Rule 11(2) of the Health Information Privacy Code 1994 states the following in regard to research:

11(2) Compliance with sub rule 1 (b) [authorisation by the individual – ed] is not necessary if the health agency believes on reasonable grounds that it is either not desirable or not practicable to obtain authorisation from the individual concerned and that:

11(2) (c) The information -

(i) is to be used in a form in which the individual concerned is not identified; or

(ii) is to be used for statistical purposes and will not be published in a form that could reasonably be expected to identify the individual concerned; or

(iii) is to be used for research purposes (for which approval by an ethics committee, if required, has been given) and will not be published in a form that could reasonably be expected to identify the individual concerned