

# Use and Confidentiality of your Health Information: What You Need to Know Before Enrolment



We respect your privacy and want you to feel confident about how your personal and health information is collected in our practice, and how that information will be used.

## Your Rights

You have the right to access and correct your health information under the Health Information Privacy Code 1994 (Rules 6 and 7). You can ask questions at any time about how your information is used or request to see it.

## How Your Health Information Is Used

- Provide you with safe and accurate medical care
- Contact you when needed for your healthcare
- Refer you to specialists or other health providers when necessary
- Claim subsidies (like Community Services or High User Health Cards) on your behalf to reduce your healthcare costs
- Provide non-identifiable statistics to government health agencies and the PHO to improve healthcare services
- Report to ACC or other insurers if you are injured
- Improve the quality of care we provide

## Sharing Your Information

We only share relevant information and do so with care:

### 1. Other Healthcare Providers (e.g. Visiting another GP)

When you're referred to another provider, we may share your relevant medical records with them.

If you see another GP (not your usual one), you will be asked for permission to share information from the visit with your regular doctor or practice.

If you have a High User Card or Community Services Card and you visit another GP who is not your regular doctor, they can make a claim for a subsidy, and the practice you are enrolled with will be informed of the date of that visit. The name of the practice you visited and the reason(s) for the visit will not be disclosed unless you give your consent.

### 2. Health New Zealand | Te Whatu Ora, PHO & Ministry of Health

Your enrolment info is used to:

- Assign or update your National Health Index (NHI) number
- Check if you're eligible for publicly funded services
- Claim funding to help cover your care

*Note: These agencies may compare your information with other government departments, but only if it's allowed by the Privacy Act.*

### 3. Subsidy Claims

If you visit another practice and use a subsidy card, your enrolled practice will be informed of the visit date, but not the name of the clinic or the reason for the visit—unless you agree.

## Audits and Programme Participation

Your information may be checked by an auditor (e.g., to verify a claim) but only according to the terms and conditions of section 22G of the Health Act (or any subsequent applicable Act). If health records are reviewed, a qualified health professional will do this. You may be contacted to confirm you received care.

If you are part of programmes like Immunisation, Breast Screening, or Diabetes Care, relevant data may be shared with the PHO or the agency running that programme.

## Using Information for Planning, Research, and Quality Improvement

- Planning services
- Monitoring quality
- Funding decisions
- Health research, but only if approved by an Ethics Committee and not identifiable.

## Protecting Your Privacy

We follow the Privacy Act 1993 and Health Information Privacy Code 1994. Only authorised staff can access your information. Information is transferred securely, and identifying details are removed wherever possible.

## Please Help Us Keep Your Information Up to Date

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