

# Privacy Statement

We recognise that your privacy is important to you. This Privacy Policy has been prepared in accordance with the New Zealand Privacy Act and applicable codes under the Privacy Act.

## What kind of personal information we collect:

We collect personal information about you including: Your name, email address, residential address and contact telephone numbers.

## Where we collect personal information from:

We primarily collect personal information directly from you when you interact with us or enroll with us.

## Purposes for which we collect your personal information:

- ✓ Providing healthcare services
- ✓ Contacting you.
- ✓ Responding to queries.
- ✓ Providing health information
- ✓ Internal and external dispute resolution.
- ✓ Teaching healthcare workers and students
- ✓ Complying with our legal obligations and assisting government and law enforcement agencies or regulators.

## Marketing Communications:

By accepting the terms of this privacy policy and providing us with your personal information, you agree to us using that personal information for the purpose of informing you about, and providing our health services, or providing your information to relevant persons and third parties we have dealings to provide services to you such as health specialists.

## What are the consequences of you not providing the personal information:

If you do not provide us with all of the personal information we have requested from you, we may not be able to complete your enrolment and provide ongoing services.

## How you can access your personal information:

You may request access to your personal information we hold by emailing us at [reception@pegasusmedicalcentre.co.nz](mailto:reception@pegasusmedicalcentre.co.nz) We will usually provide you with a copy of the personal information we keep about you, however in certain circumstances we may not be able to provide you with a copy of your personal information (and are not required to under the Privacy Act), for example, if the information does not exist, cannot be found or is not readily retrievable.

## Amendments:

We may amend this privacy policy at any time by notice on the website. Any such amendments will apply from the date stated on the website. By accessing the website and/or continuing to use our services you will be deemed to agree to our updated Privacy Policy.

## **Governing Law:**

This privacy policy is governed by New Zealand law. The parties submit to the non-exclusive jurisdiction of the New Zealand courts in respect of all matters arising under or in connection with these customer service terms.

## **HealthOne:**

Please note that this practice is contributing to, and accessing healthcare information from HealthOne

### ***What is HealthOne?***

HealthOne is a South Island based secure electronic record that allows registered healthcare providers directly involved in your healthcare, to quickly access information such as your test results, allergies, medications, GP summaries and hospital information. HealthOne strictly 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 837 872 or emailing [HealthOne.privacy@pegasus.health.nz](mailto:HealthOne.privacy@pegasus.health.nz)

# **Health Information Privacy Statement**

## **I understand the following:**

### **Access to my health information**

I have the right to access (and have corrected) my health information under Rules 6 and 7 of the Health Information Privacy Code 1994.

### **Visiting another GP**

If I visit another GP who is not my regular doctor, I will be asked for permission to share information from the visit with my regular doctor or practice.

If I have a Community Services card and I visit another GP who is not my regular doctor, he/she can make a claim for a subsidy; and the practice I am enrolled with will be informed of the date of that visit. The name of the practice I visited and the reason(s) for the visit will not be disclosed unless I give my consent.

### **Patient Enrolment Information**

The information I have provided on the Practice Enrolment form will be:

- ✓ Held by the practice
- ✓ Used by the Ministry of Health to give me a National Health Index (NHI) number, or update any changes
- ✓ Sent to the PHO and Ministry of Health to obtain subsidised funding on my behalf
- ✓ Used to determine eligibility to receive publicly funded services. Information may be compared with other government agencies but only when permitted under the Privacy Act.

### **Health Information**

Members of my health team may:

- ✓ Add to my health record during any services provided to me and use that information to provide appropriate care
- ✓ Share relevant health information to other health professionals who are directly involved with my care

## **Audit**

In the case of financial audits, my health information may be reviewed by an auditor for checking a financial claim made by the practice, but only according to the terms and conditions of section 22G of the Health Act (or any subsequent applicable Act). I may be contacted by the auditor to check that services have been received. If the audit involves checking on health matters, an appropriately qualified health care practitioner will review the health records.

## **Health Programs**

Health data relevant to a programme in which I am enrolled (e.g. Breast Screening, Immunisation, Diabetes) may be sent to the PHO or the external health agency managing this programme.

## **Other Uses of Health Information**

Health Information *which will not include my name but may include my National Health Index Identifier (NHI)* may be used by health agencies such as the District Health Board, Ministry of Health or PHO for the following purposes, as long as it is not used or published in a way that can identify me:

- ✓ Health service planning and reporting
- ✓ Monitoring service quality, and
- ✓ Payment

## **Research**

My health information may be used for health research, but only if this has been approved by an Ethics Committee and will not be used or published in a way that can identify me.

Except listed above, I understand that details about my health status or the services I have received will remain confidential within the medical practice unless I give specific consent for this information to be communicated.

## **Enrolling with General Practice**

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

## **Enrolling with a Primary Health Organisation (PHO)**

### **What is a PHO?**

Primary Health Organisations are the local structures for delivering and coordinating primary health care services. PHOs bring together doctors, nurses and other health professionals (such as Māori health workers, health promoters, dietitians, 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). Funding also pays for services that help people stay healthy and services that reach out to groups in the community who are missing out on health services or who have poor health.

### **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.

### **Q & A**

#### **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 to 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 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 or visit the [Guide to Eligibility Criteria](#).

<https://info.health.nz/hospitals-services/eligibility-subsidies/publicly-funded-healthcare#choose-the-option-that-matches-your-situation>

[www.pegasusmedicalcentre.co.nz/Policies/Privacy Statement](http://www.pegasusmedicalcentre.co.nz/Policies/Privacy Statement)