

## We collect and hold two types of information about you

- 1) Non-clinical information ie demographic and contact details. We are obliged to pass this on to the PHO and the Ministry of Health for you to receive funded care. The MOH uses your demographic information to assign a unique number to you on the National Health Index (NHI). This identifies you when you use health services.
- 2) Clinical information. This is the information you give your doctor or nurse in the privacy of the consulting room along with any test results, prescriptions and diagnoses made. This information is recorded in notes to help us provide good care for you. It is our legal and ethical obligation to do so.

## What happens to your Information ?

- Your information is securely stored in locked rooms and cyber-protected computer systems to prevent any unauthorised access.
- 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 don't have to share your health information, however, withholding it may affect the quality of the care you receive. Talk to us if you have any concerns about this.
- If you are part of funded health programmes your information may be shared with the providers of these programmes to ensure your eligibility and to also ensure you are receiving an effective, high quality service.
- Notification of births and deaths may be made electronically where necessary to the Births, Deaths and Marriages register.
- Your health information may occasionally be used in research. The research must have been approved by an ethics committee and have any of your identifying details removed. Nothing that directly or indirectly identifies you can be used without your consent. You have the right to withhold consent for any of these purposes.
- The release of your health information to third parties such as insurance companies requires your written consent. If you have specific questions that aren't addressed there you are welcome to ring the surgery and we will help you get the answers you need.

## How you access and correct your health information

- You can access parts of your health records via our patient portal Manage My Health.
- You have the right to see and request a copy of your health information.
- There should be no charge for this unless there is a significant fee to have this couriered. If you request a second copy of that information within 12 months, you may have to pay an administration fee.
- You don't have to explain why you're requesting that information. However medical records can be big and complex, making it hard to locate or correctly interpret the required items. That is why we may ask what you need and offer to help you find or interpret.
- You may be required to provide proof of your identity.
- You can ask for health information about you to be corrected. Practice staff should provide you with reasonable assistance to do so. If your healthcare provider chooses not to change that information, you can have this noted on your file.
- You have the right to know where your information is kept, who has access rights, and, if the system has audit log capability, who has viewed or updated your information.