Tāmaki Health
Supporting White Cross Local Doctors

Health Information & Privacy Statement

We respect your privacy and protect your health information in line with the Privacy Act 2020, Health Information Privacy Code 2020 and other applicable New Zealand requirements.

What information do we collect?

- Name, date of birth, contact details and NHI number
- Ethnicity and demographic information
- Medical history, allergies, medications, consultations, treatment and immunizations
- Laboratory, imaging, referral and other health information
- Relevant information received from other healthcare providers or organizations

Why do we collect it?

- To provide safe, effective and appropriate healthcare
- To support diagnosis, treatment and continuity of car
- To coordinate care, referrals, prescriptions and investigations
- To meet legal, funding and regulatory requirements
- To improve the quality, safety and equity of our services and support planning and improvement of health services for the populations we serve

How do we collect it?

We usually collect information directly from you through enrolment, registration, consultations, forms, telephone or online contact. We may also receive relevant information from hospitals, specialists, laboratories, pharmacies, ACC, other healthcare providers, government agencies or authorized organizations.

Where we collect health information indirectly, we will notify you about the collection where required by the Health Information Privacy Code, unless an exception applies.

Is providing information voluntary?

Providing your health information is voluntary unless the law requires us to collect it.

Where information is required by law, we will tell you what is required and, where applicable, the law that requires it.

You can choose not to provide information that is not required. However, not providing important information may affect our ability to provide safe or effective care, including diagnosis, treatment or care coordination. Some information may also be required for health funding purposes.

Can I access or correct my information?

You have the right to request access to the health information we hold about you and to ask us to correct information that is inaccurate, incomplete, out of date or misleading.

If we do not make a requested correction, you can provide a statement of correction and ask us to attach it to your health record.

We normally respond to access requests within 20 working days, subject to applicable legal requirements.

This is a controlled document. This version supersedes all previous related policies. Should a revision be issued, you are required to return the obsolete document and ensure all obsolete copies are retrieved and replaced with the updated document.

Who may use or receive your information?

Members of your healthcare and practice team only access the information they need for their role. Tāmaki Health clinical services use a shared electronic health record, information recorded by one service may be available to authorized staff in another service when needed for your care or other lawful purpose.

Relevant information may be shared with healthcare providers involved in your care, hospitals, specialists, laboratories, pharmacies, ACC, Health New Zealand, government agencies or service providers where this is necessary, permitted or required by law We only share information that is necessary for the relevant purpose. If there is information you do not want shared with another Tāmaki service or clinician, please tell us. Some information can be restricted within the clinical record, though there may be limits where this could affect your care. Funding or subsidy claims may still notify your enrolled practice that you visited another provider.

When can information be disclosed without your consent?

We may disclose health information without your consent where required or permitted by law, including for certain public health purposes, legal requirements, or where disclosure is necessary to prevent or lessen a serious threat to someone's life, health or safety.

How is your information stored and protected?

We use secure electronic and physical systems and take reasonable steps to protect your information from loss, unauthorized access, use, modification, disclosure or other misuse. Access is restricted to authorized users.

Electronic records and overseas cloud services

We use secure digital systems and technologies to support safe care, coordinated and proactive healthcare. These technologies are subject to Tāmaki Health's privacy, security and clinical governance processes. Some systems or service providers may store or process information overseas using cloud services. Where this occurs, we take reasonable steps to ensure your information is protected in accordance with New Zealand privacy requirements.

How long do we keep your records?

Health information is retained for at least the minimum period required by New Zealand law. For identifiable health information, the minimum retention period is generally 10 years from the day after the most recent date on which services were provided, unless a longer period is required or permitted.

Quality improvement, planning, education and research

We may use information to:

- Improve the quality, safety and equity of our services
- Understand the health needs of the populations we serve
- Plan and evaluate healthcare services
- Carry out clinical audit, education and approved research

Where possible, information will be de-identified or combined with other data. Identifiable information will only be used with appropriate consent, legal authority or another lawful basis.

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Privacy breaches

If a privacy breach occurs, we will assess and manage it. Where a breach is likely to cause serious harm, we will notify the Office of the Privacy Commissioner and affected individuals as required by the Privacy Act 2020.

Privacy contact and complaints

If you have any concerns about your privacy and how we handle your health information or complaint, please contact the Privacy Officer responsible for the Tāmaki Health clinic, service or department you received care from. We will review your concern and respond appropriately.

Dr Richard Hulme	Dr Alistair Sullivan	Dr David Codyre
Tāmaki Health Local Doctors Clinics	Tāmaki Health White Cross Clinics	Tāmaki Health Wellness Support Team
richard.hulme@tamakihealth.co.nz	alistair.sullivan@tamakihealth.co.nz	david.codyre@tamakihealth.co.nz

You may also contact the Office of the Privacy Commissioner: www.privacy.org.nz

General Practice, Enrolment & PHO Information
About General Practice

- General practice provides comprehensive primary healthcare to enrolled patients and to others who visit on a casual basis
- It can include diagnosis, management and treatment of health conditions; continuity of health care throughout the lifespan; health promotion, prevention, screening; and referral to hospital and specialists
- Enrolled patients receive subsidised care and access to additional services. Non-enrolled patients (casual patients) may pay higher fees
- To enrol, you will complete a form online or at your clinic
- Parents or guardians need to enrol children under 16; those 16+ can enrol themselves
- You may visit another GP as a casual patient or change your enrolment at any time.
- If you have not visited your GP in three years, you may be contacted and if you do not respond you will be removed from the register and lose your funded healthcare status. You can re-enrol at any time

Primary Health Organization's (PHOs)

PHOs fund and support community health services, including general practice and allied health programmes. When you enrol with general practice, you automatically enrol with the practice's nominated PHO, which unlocks funded healthcare for you.

Our PHO, Total Healthcare

Tāmaki Health's PHO is Total Healthcare, which has charitable status and is governed by a Board of Trustees. Total Healthcare has over 294,000 Aucklanders enrolled under their care, mainly under the Local Doctors and White Cross brands and is the largest provider of primary health to Pasifika in South Auckland, delivering services to over 80,000 Pacific patients, including 58,000 in the Counties Manukau area.

Email: info@totalhealthcare.org.nz
Website: www.totalhealthcare.co.nz

If you would like this information explained, translated or provided in another format please let us know.

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