

PATIENT ADVOCACY

Should you have a complaint about the quality of our service we encourage you to bring it to our attention as soon as possible. Feilding Health Care maintains an active consumer complaint process alongside our clinical and organisation quality and risk processes. You may lodge your complaint by contacting any of our staff.

Feilding Health Care supports the promotion and protection of the rights of health and disability consumers. Therefore should your direct complaint to us not be satisfactorily resolved we encourage you to contact the Health and Disability Advocacy service by contacting the service on 0800 555 050 or by emailing advocacy@hdc.org.nz. The Health and Disability Commission web site at www.hdc.org.nz has further information on your rights as a health consumer.

The service aims to assist consumers to achieve consumer-centred health and disability services and resolution of complaints. Independence, accessibility, confidentiality and ethical practices are key components of the services.

HEALTH INFORMATION PRIVACY STATEMENT

We adhere to the following Central Primary Health Organisation **Health Information Privacy Statement**. In acknowledging you have read and agree with the Health Information Privacy Statement you confirm that you 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 GP I will be asked for permission to share information from the visit with Feilding Health Care. If I have a High User Health Card or Community Services Card and I visit another GP who is not my regular GP, he/she can make a claim for a subsidy, and Feilding Health Care will be informed of the date of that visit. The name of the GP 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 Patient Enrolment Form will be:

- held by Feilding Health Care
- used by the Ministry of Health to give me a National Health Index (NHI) number, or update any changes
- sent to the Central Primary Health Organisation 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 in 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 Feilding Health Care, 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 view the health records.

Health Programmes

Health data relevant to a programme in which I am enrolled (e.g. Breast Screening, Immunisation, Diabetes) may be sent to the Central Primary Health Organisation 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 Central Primary Health Organisation 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 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 as listed above, I understand that details about my health status or the services I have received will remain confidential.