



FEILDING HEALTH CARE HEALTH INFORMATION PRIVACY STATEMENT

This statement explains how we collect, use, store, and share your health information.

Our Commitment to Your Privacy

Feilding Health Care is committed to protecting your privacy and handling your health information safely, respectfully, and in accordance with the Privacy Act 2020 and the Health Information Privacy Code 2020.

We are required to keep your information secure, accurate, relevant to your care, and up to date.

What Information We Collect

- Personal information such as your name, date of birth, address, ethnicity, gender, and contact details
- National Health Index (NHI) information
- Medical history, medications, allergies, immunisations, laboratory and radiology results
- Consultation notes and treatment information
- Referral, ACC, and screening programme information
- Billing and financial information related to services provided

How We Collect Information

We collect information directly from you when you enrol, attend appointments, use our patient portal, or communicate with us.

We may also receive information from other providers involved in your care, including:

- Primary Health Organisations
- Hospitals and specialists
- Laboratories and radiology providers
- Pharmacies and pharmacists
- Urgent care and after-hours providers
- Well Child / Tamariki Ora providers
- Allied health providers
- Telehealth providers
- Screening and immunisation programmes
- Government agencies where permitted or required by law

How Your Information Is Used

- Providing safe and effective healthcare

- Coordinating care with other providers
- Managing recalls, referrals, prescriptions, and follow-up care
- Determining eligibility for publicly funded services
- Supporting enrolment with our Primary Health Organisation (PHO)
- Processing funding claims and payments
- Supporting quality improvement and health service planning

Who We Share Information With

- Healthcare providers involved with your care
- Health New Zealand / Te Whatu Ora
- The Ministry of Health and our PHO
- Laboratories, pharmacies, and radiology providers
- ACC where appropriate
- Authorised auditors
- Other organisations where required or permitted by law, or with your consent

Information used for planning, reporting, or research purposes will not be published in a way that reasonably identifies you.

Shared Electronic Health Records

Feilding Health Care contributes to secure electronic shared health records that allow authorised health professionals involved in your care to access relevant information when needed.

You may request to:

- Opt out of shared health records
- Restrict access for specific providers
- Request that certain information is not shared

Please note that limiting information sharing may affect continuity of care in urgent situations.

Artificial Intelligence (AI) Tools

Feilding Health Care may use secure AI-assisted tools to support clinicians with administrative tasks such as clinical note-taking.

- AI tools do not make decisions about your care
- Information processed through these systems remains secure
- Clinicians review information before it is added to your health record
- You may ask for AI tools not to be used during your consultation

Your Rights

- Access your health information
- Request correction of incorrect or incomplete information
- Ask questions about how your information is used or shared
- Raise concerns about privacy or information handling

We may need to confirm your identity before releasing information.

Privacy and Security

Your information is stored securely using systems designed to meet national health information security standards.

Health information is retained in accordance with legal and professional requirements. Paper records may be securely destroyed once safely digitised.

Privacy Breaches

If a privacy breach occurs that is likely to cause serious harm, we will notify affected individuals and the Office of the Privacy Commissioner where required by law.

Questions or Concerns

If you have questions or concerns about your privacy or how your information is handled, please speak with our team.

If you are not satisfied with our response, you may contact the Office of the Privacy Commissioner:

Phone: 0800 803 909

Website: www.privacy.org.nz

This statement may be updated from time to time. The current version is available at the practice and on our website.