HealthHub
Qestral Health Hub Limited

2 Main North Road, Papanui, Christchurch.

Health Information Privacy Statement

This statement tells you how **Qestral Health Hub** uses and shares your personal information.

Your 'personal information' is any information that can identify you as an individual. Your 'health Information' includes information about your health or disabilities and medical history. In this statement when we say 'information', we mean both your personal information and your health information.

We comply with the Health Information Privacy Code 2020, and the Privacy Act 2020.

If you have any queries about anything in this statement, email **reception@qhhl.co.nz** or phone **03 983 11660** and ask to speak with the Practice Manager.

Collection of your information

We collect your personal and health information so that we can provide you with care and treatment, communicate with you and inform you of health services that may be relevant to you such as screening programmes.

We collect information from you directly, or from someone you have agreed we can speak to, for example, whānau, a support person or a relative. We will talk to you first to collect information unless there is good reason not to, for example, if you are sick and cannot agree to the information being provided to us.

To provide health services to you, your information is collected from other health care providers and organisations. These providers will have their own policies for sharing your information with us. By accepting health care services from us, you agree we can collect information about you from other agencies for the purpose of maintaining an up-to-date health record and providing safe and quality primary health care. This may include receipt of correspondence from other doctors, specialist services, hospitals, receipt of laboratory and radiology and other results providers, community and social service providers, emergency departments, after-hours providers, allied health providers, social workers, and other health professionals such as dental and optometry providers or other secondary and community care providers – including discharge summaries, outpatient or specialist letters. Proactively contacting a hospital or specialist service to follow up on a referral or seek advice or an update on your care, where that contact results in information about you being shared with us. Receipt of letters from screening programmes (such as bowel, breast, or cervical screening), including results, notifications regarding attendance or non-attendance. Accessing authorised national or regional health information systems to support your care by checking your medical history, laboratory or radiology results and current prescribing. We will take reasonable steps to make our patients aware when we collect information from other health care providers, including through this notice and, where appropriate, at the time of collection

From non-health agencies and organisations: Contact from or correspondence with Police, legal representatives, Oranga Tamariki, insurance companies, Ministry of Social Development (Work and Income New Zealand) and the Accident Compensation Corporation. Receipt of correspondence from employers, regarding, for example, fitness to work. Information from the New Zealand Police regarding firearms licences.

Collection of information is authorised under the Health Information Privacy Code 2020 and Privacy Act 2020 and related health legislation like the Health Act 1956.

How we use and share your information

We use your personal and health information to provide you with healthcare and to support the safe, effective running of our services, and we share it only when it is necessary for your care, required or permitted by law, or needed to meet funding, safety, and regulatory obligations.

We use your information to provide you with health services and share necessary and relevant information with other healthcare providers and professionals involved in your care.

We will usually tell you before we share your information, although we might need to share information without telling you first, for example because we are concerned about your or someone else's life or health.

There are times when by law we are required to share information, for example when requested by Manatū Hauora | Ministry of Health, or the Health and Disability Commissioner.

Pegasus Health (Charitable) Limited receives information from us so that you can receive subsidised funding, and for clinical and administrative support.

If concerns are raised about the care or services we provide, we may disclose relevant health information to our regulators, insurers, indemnity providers, or legal advisers for the purpose of managing and responding to the concerns.

Our practice uses 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 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 the **HealthOne website**. 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.**

Practice Plus

We partner with Practice Plus to provide after-hours and urgent care consultations for our patients. Practice Plus clinicians can access relevant health records held by our practice to support continuity of care. Practice Plus handles your health information in line with the Health Information Privacy Code. You can read their privacy policy at https://practiceplus.nz/privacy-policy

Holding your information

Information is kept for as long as legally required and for our specific organisational purposes. We are legally required to keep your health information for a minimum of ten years after the last time we provided you with a health service.

Your rights

You have the right to:

- Ask us to see any of your personal information that we hold.
- Ask us to correct your information if you think it is wrong.

Your caregiver or representative can also ask for information about you.

To make a request to see or correct your information, please contact **our Practice Manager by phone or by emailing your request to reception@qhhl.co.nz Attn: Practice Manager.**

If we are not the right people to respond to your request for information, we will let you know and transfer your request to the right place. For example, it might be better that we ask another treatment provider to respond to you directly.

We will respond to you as soon as we can. If a response is going to take longer than 20 working days from the date of your request, we will let you know and keep you updated.

We will talk to you about how to give you the information, for example, if you want this as hard copy printed documents, or if we can email it to you. It is important that you receive your information safely. This may mean that we agree with you to send documents by courier requiring your signature, or the information is collected in person.

If the information is collected in person, then you will need to provide identity information, such as your driver's licence or Kiwi Access Card. This is so we ensure we provide the information to the right person. We only need to see the identity information, and don't keep a copy.

If your care giver or representative asks us for information, we must provide this, unless a specific legal circumstance applies. These circumstances most commonly are:

- We don't think it is in your best interests to provide the information
- We believe that you do not want the information to be provided
- There is a reason under the Privacy Act why the information should not be provided.

We may first ask your representative for some further information so that we know we are speaking to the right person and that they are authorised to talk to us on your behalf.

Privacy complaints

If you have concerns about your privacy and the handling of your personal information, please let us know. We will work with you and do our best to resolve your concern. We are always open to improving our processes and systems.

If we are unable to resolve your concern, you have the right to complain to the Office of the Privacy Commissioner. Options for contacting the Privacy Commissioner are on the **Commissioner's website (privacy.org.nz)**.