

HEALTH INFORMATION PRIVACY STATEMENT

Know Your Rights

Use and confidentiality of your health information (fact sheet)

Your privacy and confidentiality will be fully respected. This fact sheet sets out why we collect your information and how that information will be used.

Purpose

We collect your health information to provide a record of care. This helps you receive quality treatment and care when you need it.

We also collect your health information to help:

- keep you and others safe
- plan and fund health services
- carry out authorised research
- train healthcare professionals
- prepare and publish statistics
- improve government services

Confidentiality and information sharing

Your privacy and the confidentiality of your information are really important to us

- Your health practitioner will record relevant information from your consultation in your notes.
- 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 care you receive. Talk to your health practitioner if you have any concerns.
- 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.
- Your information will be kept securely to prevent unauthorised access.

Information quality

We're required to keep your information accurate, up-to-date and relevant for your treatment and care.

Right to access and correct

You have the right to access and correct your health information.

- You have the right to see and request a copy of your health information. You don't have to explain why you're requesting that information, but may be required to provide proof of your identity. If you request a second copy of that information within 12 months, you may have to pay an administration fee.
- You can ask for health information about you to be corrected. Practice staff should provide you with reasonable assistance. If your healthcare provider chooses not to change that information, you can have this noted on your file.

Many practices now offer a patient portal, which allows you to view some of your practice health records online. Ask your practice if they're offering a portal so you can register.

Use of your health information

Below are some examples of how your health information is used.

- If your practice is contracted to a Primary Health Organisation (PHO), the PHO may use your information for clinical and administrative purposes including obtaining subsidised funding for you.
- Health NZ (Te Whatu Ora) uses your information to provide treatment and care and to improve the quality of its services.
- A clinical audit may be conducted by a qualified health practitioner to review the quality of services provided to you. They may also view health records the audit involves checking on health matters.
- When you choose to register in a health program (eg immunisation or breast screening), relevant information may be shared with other health agencies.
- The Ministry of Health uses your demographic information to assign a unique number to you on the National Health Index (NHI). This NHI number will help identify you when you use health services.
- The Ministry of Health holds health information to measure how well health services are delivered and to plan and fund future health services. Auditors may occasionally conduct financial audits of your health practitioner. The auditors may review your records and may contact you to check that you received those services.
- Notification of births and deaths to the Births, Deaths and Marriages register may be performed electronically to streamline a person's interactions with the government.

Research

Your health information may be used in research approved by an ethics committee or when it has had identifying details removed.

- Research which may directly or indirectly identify you can only be published if the researcher has previously obtained your consent and the study has received ethics approval.
- Under the law, you are not required to give consent to the use of your health information if it's for unpublished research or statistical purposes, or if it's published in a way that doesn't identify you.

Complaints

It's OK to complain if you're not happy with the way your health information is collected or used.

Talk to your healthcare provider in the first instance. If you are still unhappy with the response you can call the Office of the Privacy Commissioner toll-free on 0800 803 909, as they can investigate this further.

For further information

Visit www.legislation.govt.nz to access the Health Act 1956, Official Information Act 1982 and Privacy Act 2020

The Health Information Privacy Code 1994 is available at www.privacy.org.nz. You can also use the Privacy Commissioner's Ask Us tool for privacy queries.

A copy of the Health and Disability Committee's Standard Operating procedures can be found at <http://ethics.health.govt.nz/operating-procedures>

Further detail in regard to the matters discussed in this Fact Sheet can be found on the Ministry of Health website at <http://www.health.govt.nz/your-health/services-and-support/health-care-services/sharing-your-health-information>

Benefits and Implications of Enrolment

What is enrolment?

Enrolment with a Primary Health Organisation (PHO) means that you have chosen to use a particular doctor and PHO for your regular and ongoing health care.

Benefits of being enrolling with East Health Trust PHO?

- East Health Trust PHO receives funding from the Government to help provide different types of services. We can now do more to keep people healthy as well as looking after you when you are sick.
- Enrolment is voluntary.
- Reduced doctor costs.
- You may be eligible for specialised programmes of care.

To enrol, you need to complete an Enrolment form and provide proof of identity and eligibility.

What happens if I go to another Clinic?

You can go to another GP at any time. You will be charged a higher fee if you are a casual patient.

What happens if I am enrolled in a general practice but don't see them very often?

If you have not received services from your general practice in a 3 year period, it is likely that the practice will contact you and ask if you wish to remain with the practice. If you are not contacted or do not respond, your name will be taken off the practice and PHO enrolment registers. You can re-enrol with the same general practice or another at a later date.

Where do I go for After Hours Care?

East Care Accident and Medical Centre

Open 7am - 11pm, 7 days a week
260 Botany Road, Golflands 2013
09 277 1516

Counties Urgent Care

Open 8am - 10pm, 7 days a week
6-18 O'Shannessey Street, Papakura
Ph 09 299 9380

Urgent Care Franklin

Open 8am - 8pm, 7 days a week
12 Glasgow Road, Pukekohe 2120
09 238 6610

Our Clinics

Beachlands Medical Centre 129A Beachlands Road, Beachlands 2018	536 6006
Botany Junction Medical 110 Michael Jones Drive, Flat Bush 2016	265 0321
Botany Terrace Medical Centre 301/F Botany Road, Golflands 2013	274 1818
Clevedon Medical Centre 27 Papakura-Clevedon Road, Clevedon 2582	292 8189
Crawford Medical Centre 4 Picton Street, Howick 2014	538 0083
Eastern Family Doctors Unit L, 17 Aviemore Drive, Highland Park 2010	534 1790
Highbrook Medical 31 Highbrook Drive, Highbrook 2013	273 4876
Highland Park Medical Centre 14 Highland Park Drive, Highland Park 2010	535 8095
Howick House Medical Centre 43 Moore Street, Howick 2014	535 8797
Juliet Ave Surgery 59 Juliet Avenue, Howick 2014	534 8780
Kawakawa Bay-Orere Health Clinic 22 Kawakawa-Orere Road, Kawakawa Bay 2585	292 2812
Marina Medical Level 1, Compass Building, The Marina, Half Moon Bay 2012	534 5414
Millhouse Integrative Medical Centre 128 Millhouse Drive, Howick 2014	537 4980
Ormiston Medical Level 2, 211 Ormiston Road, Flat Bush 2019	265 1325
Tend Pakuranga Medical 11 - 13 Cortina Place, Pakuranga 2010	950 7351
Picton Surgery 2/2 Fencible Drive, Howick 2014	534 7176
Pukekohe Family Health Care 10 West Street, Pukekohe 2120 and; Newsham Park 41-45 Twomey Drive, Pukekohe 2120	237 0280
Vincent Street Family Doctors 80A Vincent Street, Howick 2014	537 0789



EAST HEALTH TRUST PHO

Caring for our Community

116 Harris Road, East Tāmaki, 2013

PO Box 38 248, Howick, 2145

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www.easthealth.co.nz






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East Health Trust, established as a Primary Health Organisation (PHO) on 1 July 2003, covers the Howick, Botany, Pakuranga, Beachlands, Clevedon, Flat Bush, Maraetai, Kawakawa Bay and Pukekohe areas. Our enrolled population is approximately 121,000.

We are a group of primary health care providers including doctors (general practitioners), nurses and other health professionals who work together across our area to coordinate and improve health care for you and your family.

MISSION STATEMENT

East Health Trust Primary Health Organisation for its enrolled and potential population and community will:

-  Ensure that everyone is treated with respect and dignity, their culture is valued and the principles of the Treaty of Waitangi are recognized.
-  Endeavour to improve health equity.
-  Empower personal and community health and wellbeing by promoting quality information, facilitating innovative programmes and endorsing healthy lifestyle choices.
-  Ensure the provision of quality preventative and interventional medical care.
-  Enhance the skills and knowledge of personnel and providers.

Services provided to our enrolled population and community

Adolescent Sexual Health

This programme provides free sexual health visits for any person under 22 years old when seeing any East Health Trust doctor or nurse. No referral is required and visits are completely confidential.

Integrated Care Coordination

This programme supports people requiring additional input or coordination of appropriate services.

Specific referrals for individuals can be made by any East Health Trust doctor or nurse. This includes supporting people to live well by creating a plan for the process of thinking about, talking about and planning for future health care. This is called **Advance Care Planning**.

Health Promotion

Health promotion programmes enable people to increase control over things that affect their health. These are about total health, which includes social, mental, spiritual and physical aspects of health.

Immunisations

Immunisations are offered to babies, children and adults to protect against serious and preventable diseases.

Palliative Care

If palliative care is required, patients and their family, may be offered subsidised services and extra support in the later stages of a terminal illness.

Care Plus

This Care Plus programme is for people with high health need who require extra support in order to achieve better health outcomes. A number of health services can be used to manage your health once enrolled in this programme. These services are subsidised or are fully funded. Please speak to your practice team to see if you are eligible.

Mental Health, Wellbeing and Addiction

After an initial consultation with your GP/Nurse you could be eligible for the Wellness Support programme. At the practice, assessment and supportive care is provided. This could include brief intervention and support for problem solving/behavioural activation/sleep management/motivation interviewing and possibly medication. Funding* for talking therapy may be considered with a Clinical Psychologist, Counsellor or online support. Referrals to Adult and Youth Mental Health and Addiction services are part of this service.

Need to talk? freecall 1737 anytime for support from a trained counsellor.

** Criteria applies*

Primary Options for Acute Care (POAC)

This service offers an alternative to acute hospital referrals by allowing doctors to access fully funded investigations, care or treatment for their patient while in the community setting. This includes a range of community diagnostic, therapeutic and logistic services.

Screening

- Breast Screening (Mammography)
- Healthy Heart Checks
- Cervical/HPV Screening
- Falls
- Bowel Screening

Self Management Education (SME)

East Health provides a wide range of SME programmes for people living with or caring for someone with a long term health condition. These informative, practical sessions help people manage their own health more effectively.