

Access to your information

You have the right to see the information in your clinical record. It will be made available as soon as practically possible (this may not be immediate). Note: your family generally cannot have access to your records except if authorised by you.

To access your information:

- ask the charge nurse if you are an inpatient. They can arrange for a staff member to answer any questions you may have while you read the information. There may be reasons why the notes cannot be made available immediately, so please understand if there is a delay
- for a copy of your clinical record write to the Release of Information Officer, Clinical Records Department, Waitemata DHB, Private Bag 93-503, Takapuna, Auckland 0740 or email releaseofinformation@waitematadhb.govt.nz Please provide your name, address, contact phone number and copy of some identification, e.g drivers licence, passport. The information will usually be provided within 20 working days
- phone Clinical Records Department on (09)4868900 ext 3300 between 8am and 4.30pm.

Some information may legally be withheld in certain circumstances e.g. where your health or the privacy or safety of another person is at risk. If this happens you have the right to be told why the information is being withheld.

Corrections

You have the right to ask that we correct any inaccuracies on your file but:

- you may not remove anything from the file, or alter anything in the file.
- If you would like something corrected, please email feedback@waitematadhb.govt.nz or
- fill in the online contact form on our website www.waitematadhb.govt.nz/contact-us/ or
- phone (09)4868900 ext 3300 between 8am to 4.30pm

You may wish to provide a written outline of the corrections you would like made and the reasons you think the details we hold are inaccurate. We will consider your request and respond to you as soon as possible.

Ethnicity

We ask that you complete the section on the admission registration form stating your ethnicity.

- We need this information in order to ensure that we have accurate information about the groups of people using our services. This helps us with planning to make sure there are enough resources to meet the needs of the various ethnic groups.
- In New Zealand, ethnicity is based on self-identification. You can belong to more than one ethnic group.
- This information is also protected by the privacy rules.

CCTV in some areas of Waitemata DHB

CCTV cameras are operating in some areas of Waitemata DHB such as the entrance and reception areas of our facilities, emergency departments and public areas.

Their purpose is to keep patients and staff safe. Video footage may be provided to the Police to support crime prevention and investigate incidents.

Concerns or complaints

If you have any concerns or complaints they may be discussed with any of the following people:

- the staff who are caring for you.
- Waitemata DHB Feedback, Private Bag 93-503, Takapuna, Auckland 0740 or (09) 486 8900 ext 3153 or email feedback@waitematadhb.govt.nz or fill in the online contact form on our website www.waitematadhb.govt.nz/contact-us/
- Waitemata District Health Board Privacy Officer, Private Bag 93-503, Takapuna, Auckland 0740.
- Privacy Commissioner, phone (09) 302 8680 or www.privacy.org.nz/about-us/contact/
- a consumer advisor or health advocate 0800 555 050.

Further information about privacy matters is also available on the Privacy Commissioner's website:

www.privacy.org.nz

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Your health information

What you need to know

Health information principles

The law describes 12 rules that we must follow when collecting, using and storing health information:

- only collect the information you need
- get information from the person concerned
- tell the patient what you intend to do with the information
- maintain all rules and standards of conduct when obtaining patient information – be ethical
- take care of the information once you've got it
- patients can see it if they want to
- patients can correct it if it is wrong
- make sure information is accurate before you use it
- only keep the information for as long as required, safely discard the information if no longer required
- only use information for the purpose for which it was obtained
- only share information obtained specifically for that purpose
- be careful with unique identifiers.

Relevant legal guidelines

We comply with the following privacy regulations and code, as defined by the Office of the Privacy Commissioner – www.privacy.org.nz

- Privacy Act 1993
- The Health Information Privacy Code 1994.

Waitemata DHB staff are aware of their obligations:

- to only use your information in order to provide you with care and treatment or for reasons directly related to the provision of your health services
- not to divulge confidential information about you to persons not entitled to know
- to only access health information for purposes directly related to the care and treatment of clients and to perform their duties as an employee
- to make sure that confidential information is not accessible to unauthorised people.

Collection of information

When receiving treatment from any Waitemata District Health Board service, you may be asked to give staff the following information:

- personal information such as your age, date of birth, address, next of kin and ethnicity.
- your medical history.
- your family's medical history.

This information is needed for your own protection:

- to identify you correctly.
- to provide you with the best possible care.
- to assess, diagnose and treat you.
- to determine your eligibility for free, publicly-funded health care. In order to determine your eligibility we may disclose information to the New Zealand Immigration Service. Only the minimum information necessary to determine your eligibility (generally your name, gender and date of birth) will be disclosed to the New Zealand Immigration Service and only for the purposes of determining your eligibility.

We have policies and procedures that guide our collection, documentation and secure storage of your health information.

How we collect information

Health information is recorded in both paper records and computerised patient information systems.

With regards to your electronic records, your personal information is recorded in computerised patient administration and clinical systems. These systems hold patient demographic information (e.g. name, age, ethnicity, NHI (National Health Index number) etc, as well as clinical information about your contact with our services. This information is collected and retained to ensure that we have the right information to deliver appropriate care.

Before being provided access to the system, staff must undergo training which includes how to accurately record the information and how to manage information in a confidential manner.

Some patient information is stored securely in the cloud.

Sharing your information

In order to provide you with appropriate care and treatment, we may need to share with, or obtain information from, people such as your family, caregivers, general practitioner (GP) or other healthcare professionals. For example, information may be disclosed in the following situations:

- to your GP, specialist, community nurse or other healthcare professionals involved in your ongoing care
- to government agencies to whom we are legally authorised to provide information in certain circumstances (e.g. ACC, Police, Oranga Tamariki)
- if the disclosure is permitted by the Health Information Privacy Code 1994, including to New Zealand Immigration Service for the purpose of determining your eligibility for free, publicly-funded health care
- to the Ministry of Health and other government agencies that require us to provide information for administrative, legal, contractual, statistical, planning, research or public health purposes
- to trainee staff (e.g. medical students, student nurses) who may read the information on a confidential basis to help with their training and education
- to your family/caregivers/whanau that you live with if we think it is necessary for your care and treatment or for the safety of yourself or others
- sometimes disclosure or consultation with family members is required under the Mental Health (Compulsory Assessment and Treatment) Act 1992.

Please tell the staff who are caring for you:

- if you don't want even general information about your condition disclosed to your family or friends (*Note: we may not always be able to give effect to your wishes but we will take your views into account when a decision is made*)
- if you want to know why certain information is needed
- if you are uneasy about providing certain information.

Testsafe:

Waitemata DHB shares clinical information to Testsafe, a clinical information sharing service provided by the Northern Region DHBs so that health care providers have a full picture of your clinical history. For further information go to www.careconnect.co.nz/testsafe/