

The different people who look after your health often need to know the same things about you.

Now they can.

When will health information start to be shared in this way?

The information sharing system will start with the medical centres in Rotorua and will be developed in stages starting with Rotorua Hospital emergency department in 2013.

Who is behind this plan to share patient health information?

The Ministry of Health wants all health providers in New Zealand to improve information sharing. This programme to share patient health information is a joint project between the Lakes District Health Board, RGPG Ltd, Rotorua Area Primary Health Services (RAPHS) and general practices in the Rotorua district.

If you have any questions or concerns about sharing your health information, please discuss this with your GP.



Developed by



PrimeWise
INTELLIGENT HEALTH SYSTEMS

www.primewise.co.nz

Information we share to help with your care



To help make sure you get the best medical care, some of your health information will be shared among the people who look after you. For instance, this could be a doctor, an after-hours clinic or hospital emergency department.

Your health information will be copied from your medical centre's computer system and stored on a special secure website.

Other medical staff in Rotorua can then find it quickly if they need to treat you.

What are the benefits of sharing your health information?

Making your health information available to other medical staff:

- Helps make sure that no important health information is overlooked.
- Gives staff treating you a more complete picture of your health and medical background. This helps them to give you the most effective treatment.
- Saves time, so medical staff can focus on helping you rather than doing paperwork.

Why am I being told about this now?

In the first half of 2013, health providers across the Rotorua region are taking part in a project to start sharing patient health information with each other.

The aim is for medical staff to be better informed when they treat a patient, so our patients can get the best health care.

Where does the shared information come from?

The information is gathered by your medical centre in the

course of your visits. A record of important medical facts about you is entered in their computer system. A selected part of this information will be made available to other medical staff via a secure web page that holds your information.

Is my doctor legally entitled to share my health information?

Yes, under provisions set out in the Privacy Act and Health Information Privacy Code, together with the Health Act 1956.

What about privacy issues?

A comprehensive Privacy Impact Assessment was completed and has been reviewed by the Office of the Privacy Commissioner. A copy of this report can be found on the Rotorua Area Primary Health Services (RAPHS) website (www.raphs.org.nz).

What information will be shared?

Only information that is useful in providing you with the best treatment will be shared.

Can I see what health information is being shared?

Yes, you can ask your medical centre to see a copy of your information. If you notice anything wrong, please ask for it to be corrected.

How will I know that my health information is secure?

Your medical centre stores your health information electronically, using the highest standards of security.

Who can see my health information?

All your information will be treated under the rules of the Health Information Privacy Code 1994 and Privacy Act 1993.

Only people directly involved in your care can look at your health information. They will always ask your permission before they look at your information,

except when you are unable to communicate and need urgent help.

Can I find out who has accessed my record?

Yes. A complete record will be kept of who looks at your health information, when and why. You can get information about who outside of your general practice has accessed your record simply by asking your medical centre for a request form. We will send you a written list of everyone who has accessed your record.

What if I have a complaint?

If you think your privacy has been breached or you have a complaint, you can contact any of the below organisations to discuss this further:

- Your general practice
- Rotorua Area Primary Health Services Privacy Officer – (07) 349 3563
- Lakes DHB – (07) 348 1199
- Office of the Privacy Commissioner – 0800 803 909.

What if I do not want my health information looked at?

Medical staff will ask you every time before they look at your information. You can always say no at that stage. In addition, you can ask your GP that any or all your information be marked "confidential". This information will then not be available to anyone else.

Even if your information is blocked, medical staff will always try to give you the best level of care and treatment, exactly what you would otherwise receive.

