

Health Information Privacy Statement

I understand the following:

Access to my health information

I have the right to access (and have corrected) my health information under Rules 6 and 7 of the Health Information Privacy Code 1994.

Visiting another GP

If I visit another GP who is not my regular doctor I will be asked for permission to share information from the visit with my regular doctor or practice. If I have a High User Health Card or Community Services Card and I visit another GP who is not my regular doctor, he/she can make a claim for a subsidy, and the practice I am enrolled in will be informed of the date of that visit. The name of the practice I visited and the reason(s) for the visit will not be disclosed unless I give my consent.

Patient Enrolment Information

The information I have provided on the Practice Enrolment Form will be:

- held by the practice
- used by the Ministry of Health to give me a National Health Index (NHI) number, or update any changes
- sent to the PHO and Ministry of Health to obtain subsidised funding on my behalf
- used to determine eligibility to receive publicly-funded services. Information may be compared with other Government agencies but only when permitted under the Privacy Act.

Health Information

Members of my health team may:

- add to my health record any services provided to me and use that information to provide appropriate care
- share relevant health information to other health professionals who are directly involved in my care

Audit

In the case of financial audits, my health information may be reviewed by an auditor for checking a financial claim made by the practice, but only according to the terms and conditions of Section 22G of the Health Act (or any subsequent applicable Act). I may be contacted by the auditor to check that services have been received.

If the audit involves checking on health matters, an appropriately qualified health care practitioner will view the health records.

Health Programmes

Health data relevant to a programme in which I am enrolled (e.g. Breast Screening, Immunisation, Diabetes) may be sent to the PHO or the external health agency managing this programme.

Other Uses of Health Information

Health information *which will not include my name but may include my National Health Index Identifier (NHI)* may be used by health agencies such as the District Health Board, Ministry of Health or PHO for the following purposes, as long as it is not used or published in a way that can identify me:

- health service planning and reporting
- monitoring service quality
- payment

Research

My health information may be used for health research, but only if this has been approved by an Ethics Committee and will not be used or published in a way that can identify me.

Except as listed above, I understand that details about my health status or the services I have received will remain confidential within the medical practice unless I give specific consent for this information to be communicated.



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ENROLMENT AT OUR PRACTICE

Glenavon Doctors Surgery

271B Blockhouse Bay Road
Blockhouse Bay

Hours

Mondays to Thursdays: 9.00 am to 5.00 pm

(Closed for lunch 12.30 pm - 1.30 pm)

Fridays 10.00 am to 6.00 pm

(Closed for lunch 1.30 pm - 2.30 pm)

Phone 09 828 6438

Fax 09 828 6431

Email reception@glenavondoctors.com

Web www.glenavondoctors.com

ENROLMENT INFORMATION

Welcome to Glenavon Doctors Surgery.

You have chosen to be enrolled with our practice which is part of a Primary Health Organisation (PHO), called Auckland PHO. Your Government healthcare subsidy is paid to the practice where you have chosen to enrol.

By enrolling with us, we are able to offer you reduced fees, which are subsidised by the NZ Government through PHOs. Your enrolment is subject to you providing us, evidence of eligibility to receive subsidised healthcare. When you enrol, you will need to bring in a form of identification such as NZ Birth Certificate, NZ Passport, NZ Citizenship Certificate or your passport with valid residency/work permit details. If you are 16 years or older or soon to be turning 16 years, you will have to complete your own enrolment form.

What Does Enrolment Mean? It means you wish to receive most of your ongoing healthcare at this Medical Centre and, together, we plan to meet your health needs. This means that you can be enrolled with ONE Practice only.

When one Medical Centre's team is coordinating and managing YOUR healthcare, YOUR health needs are best met

Can I Enrol with Two Practices? No - it is best to enrol with one Medical Centre you use most often.

Can I Consult Another Doctor? Yes, you can still visit another doctor/Medical Centre - for example After Hours Accident and Medical Services or when you want a second opinion. However, you will be a "casual" patient at these services.

If you visit another Medical Centre or doctor, part of the subsidy Glenavon Doctors Surgery receives for your care is deducted and transferred to that other Medical Centre or doctor.

Should there be an unacceptable number of casual visits to other Medical Centres during normal hours, you could be considered a "casual" patient with **Glenavon Doctors Surgery**. You can request that your medical records be forwarded to another doctor/Medical Centre should you wish to enrol elsewhere.

Generally medical and prescription fees will be more for casual patients, as medical subsidies for most patients are available only at the Medical Centre you are enrolled. If you visit another Medical Centre or practice, the PHO will let Glenavon Doctors Surgery know the date of your visit but NOT the name of the health service or the reason for the visit.

For further information about enrolling with a PHO, refer to the Ministry of Health publication "Enrolling with a Primary Health Organisation - Answering your Questions"

Why Is This All Necessary? Under the previous system, people often had their health information spread around several practices, with no one specifically keeping an eye on their health needs.

In some situations, doctors have referred people to a hospital or specialist with important health information absent, because not all the information was available to them.

What Are PHOs? They are a group of doctors, nurses and other people trained in health who work together to provide better health services for you and your family.

PHOs, Primary Health Organisations receive a fixed amount of money from the Government to help provide different types of services.

We can now do more things to keep people healthy and not just look after them when they are sick.



We are a smoke and vape free practice. This includes our grounds and car park. If you would like help to quit smoking please advise the nurse. Thank you for your cooperation.



Help us be the best Medical Practice we can be! You can help us keep our records up to date by advising reception of any changes to your phone contacts or address.



Your feedback helps us to build a practice that meets your needs. If you have any compliments, suggestions, comments or criticisms please let us know (either directly or anonymously).

Our Practice also participates in a National Survey about people's healthcare experience. Taking part is voluntary and responses are anonymous.

After Hours & Urgent Care

Westcare White Cross
2140 Great North Road, Avondale.
Phone: 09 828 8912
7 Days 8 am to 10 pm

Henderson White Cross
131 Lincoln Road, Henderson
Phone: 09 836 3336
Open 24 Hours

Ascot White Cross
Ground Floor, Ascot Hospital
90 Greenlane Road East, Greenlane
Phone: 09 520 9555
Open 24 Hours

For telephone health advice at any time call
Healthline on 0800 611 116

In an Emergency Dial 111