

We understand that the privacy of your information is very important to you. This Statement explains how Kakariki Hospital collects, uses, and may disclose your personal or health information, including who or what organisations we may share your information with. We manage your information in line with our obligations under the Privacy Act 2020, Health Information Privacy Code 2020, the Health Act 1956, and the Code of Health and Disability Services Consumers' Rights. Health professionals involved in providing your care and treatment must also comply with these legal obligations and their professional and ethical obligations of confidence. We take care to ensure your information can only be accessed by authorised persons involved in your care.

The purposes we collect your personal and health information for

We collect information to ensure you receive high quality health services focused on your individual needs. This includes to:

- ensure we provide you with treatment and procedures you consent to, care and advice.
- receive any referrals and any information from your referring provider that may be relevant to the treatment and care provided at Forté.
- provide you with information about admission, inpatient and discharge procedures, fees, and other services relevant to your care and treatment.
- support and enable safe and appropriate diagnostic testing and treatment.
- support the administration and management of our services including charging, billing, and debt collection.
- communicate with, and meet our obligations to your insurer or the funder of your care at Kakariki if your care is funded by a third party (e.g. to obtain pre-approval from your insurer or third-party funder such as ACC, Health New Zealand (HNZ), provide necessary information to ACC, HNZ or funder)
- communicate effectively with, and connect you with, other health professionals and health providers that are involved in your care and treatment to ensure continuity of care.
- investigate, manage, and respond to any concerns or complaints.
- maintain and improve the services we provide including quality assurance and monitoring, audit, research, and training purposes (collectively the **Purposes**)

What information we collect about you

The information we collect about you includes, but is not limited to, your name, date of birth, gender, ethnicity, NHI, address, contact details, invoicing details, and details about your third-party funder where that is relevant. We also collect information relevant to your general health and lifestyle, health history, symptoms and diagnosis, and care and treatment that will help us provide services to you.

How we collect your information

We collect information directly or indirectly from you or your nominated support person when you fill in our forms, provide information on our electronic and hard copy forms and attend Kakariki.

We also collect information about you from your referring specialist, pharmacy if needed, laboratory and other diagnostic services (TestSafe) relevant to your episode of care at Kakariki. We may also collect information from your General Practitioner (GP), other specialists or health providers providing services to you where this is relevant to your episode of care and necessary for us to provide safe and effective services to you. Where relevant we may collect information about you from any third-party funder funding your care and treatment (including Health New Zealand if we are providing services to you under a contract with Health New Zealand).

This information is stored securely in our information management and patient information management system. If you do not want us to collect your information from any of these persons or organisations you must tell us. You do not have to provide information requested or allow us to collect information from other health professionals, health services, or funders, but if you choose not to, we may not be able to provide appropriate services to support your care and treatment.

Using or sharing your information

We may use or share your information for the **Purposes** set out on page one of this Statement. We share relevant information with General practitioners, specialist rooms, Accident Compensation Company (ACC), Insurance providers, Te Whatu ora, community services, and allied health providers who are involved with your care, as well as incisive our electronic platform. This is to ensure you receive safe, effective, and coordinated healthcare services. If your treatment is funded by a third-party, we share relevant information with that funder. For example, if Health New Zealand has funded your treatment, we will share relevant information with Health New Zealand. Please refer to Health New Zealand's privacy statement at <https://info.health.nz/privacy>

If you do not want us to share your information with other health professionals, providers, or funders involved in your treatment and healthcare you need to tell us.

Incisive is a secure digital system for communicating with patients before, during and after their treatment or episode of care. It allows us to provide more timely procedure-specific instructions, pre-admission requirements, and day-of-surgery details directly to patients' mobile devices. Patients can complete health assessment and consent for

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treatment information we require for your treatment or episode of care on their electronic device. All information is uploaded into your clinical record. We will not use or disclose your personal or health information for other purposes unless we are required to or permitted to by law.

Storage and security

Kakariki has systems and procedures in place to protect your information from misuse and loss, unauthorised access, and unauthorised modification or disclosure. Your information can only be accessed by authorised personnel involved in providing services to you, or in the course of monitoring these services or responding to concerns or complaints.

Retention of information

We are required by law to store health information for at least 10 years. We may store information for a longer period where this is considered good practice to ensure relevant health records remain available or where the information remains necessary for the purpose for which it was collected. Children are a good example of the need to store information longer.

Accuracy of the information

Before using or disclosing your information, Kakariki will take reasonable steps to check that the information we have is up-to-date, complete, relevant, and not misleading.

Right to access and seek correction of Information.

You may request access to the information that we hold about you. We will need to verify that it is you requesting the information before we can provide it. If you think any of the information is incorrect, you can ask for it to be corrected.

Privacy complaints or concerns

If you want to know more about how we collect, use, and may share your information or you have any concerns about how we have collected, used, or shared your information you can contact us at: jo.rankine@kakarikihospital.co.nz. If you are still unhappy, you can complain to the Privacy Commissioner.

Privacy breach

We take the confidentiality and security of your information seriously and have processes to keep your information protected. In the event of a privacy breach, we will act promptly to minimise any damage and to comply with all our obligations under the Privacy Act 2020. Please note, we may update this privacy statement from time to time.