

## Health Information & Privacy Statement

When you enrol with our medical centre you understand and agree with the following:

### Patient Enrolment and Health Information

The information you have provided on The Doctors Enrolment Form will be:

- held and used by the practice for the purpose of delivering appropriate medical support and treatment
- shared with the Ministry of Health where required (e.g. to give you a National Health Index (NHI) number or update any changes)
- shared with the PHO and Ministry of Health to obtain subsidised funding on your behalf, or for other required reporting purposes
- used to determine eligibility to receive publicly funded services.

Members of your health team may:

- add to your health record during any services provided to you and use it to provide appropriate care
- share relevant health information with other health professionals who are involved in your care

We may disclose your personal information:

- to members of Green Cross Health (including, for the avoidance of doubt, to employees of a member of Green Cross Health who are involved with the provision of services to you, or the administration and monitoring of the quality of services provided to you)
- to authorised third party service providers to facilitate your specific requests or to assist us in providing products or services to you or improving our products or services
- to government agencies, law enforcement agencies, safety and security personnel, if required to do so by law, court order, or other legal process or where we are requested to do so by an authorised governmental or law enforcement authority
- to government, security, safety, law enforcement agencies and medical agencies if we believe in good faith that disclosure is desirable to lessen or prevent a serious threat to an individual's life, health or safety or a serious threat to public health or public safety
- to our professional advisers and business partners who support us in providing our products and services;
- our assignees or potential assignees
- your nominated next of kin and/or other general practitioner or health professional (if applicable to the services being provided to you)
- emergency services (if applicable to the services being provided to you).

### Green Cross Health Limited Privacy Policy

This medical centre is part of Green Cross Health Limited (Green Cross Health) who respect the privacy of our patients and all activities, management, disclosure and use of your personal and health information is in accordance with the Green Cross Health Customer [Privacy Policy](#) (available on [The Doctors](#) and [Green Cross Health](#) websites).

This policy outlines in more detail the purposes for collecting your personal information and how your personal information may be used by Green Cross Health. We may collect, hold, use and disclose your personal information for various purposes associated with service provision and digital marketing, including:

- to assist in providing the services you request or require



- to conduct market, product or sales research, data processing and statistical analysis, and business improvement analysis
- to better understand your preferences so that we can improve our products and services to you
- to present you with information about suitable offers and promotions of goods and services (from us and our selected business partners) that might interest you
- to present you with survey requests and to obtain feedback in respect of our products and services
- to measure interest in and improve our products, services and websites
- otherwise to conduct and develop our business
- any other use that you authorise.

If you have any enquiries about the Green Cross Health Customer Privacy Policy (or practice), you may contact the Privacy Officer at [privacy@greencrosshealth.co.nz](mailto:privacy@greencrosshealth.co.nz).

## Access to my personal and health information

You have the right to access (and have corrected) personal and health information that we hold about you under the Privacy Act 1993 and Health Information Privacy Code 1994.

## Visiting another GP

If you visit another GP who is not your regular doctor you will be asked for permission to share information from the visit with your regular doctor or practice. It is important that this information is shared so that we can ensure appropriate support and treatment is provided. If you have a High User Health Card or Community Services Card and you visit another GP who is not your regular doctor, he/she can make a claim for a subsidy, and the practice you are enrolled in will be informed of the date of that visit. The name of the practice you visited and the reason(s) for the visit will not be disclosed unless you give your consent.

## Audit

In the case of financial audits, your health details 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). You may be contacted by the auditor to check that services have been received. If the audit involves checking on health matters, a suitably qualified health care practitioner will view the health records.

## Privacy concerns

If you have any privacy-related concerns, you may contact the Privacy Officer at our medical centre.

