

Student Health Rātonga Hauora Akonga

Patient health information privacy statement

We respect your privacy and confidentiality. This fact sheet sets out why we collect your information and how it will be used.

To learn more about our services, what we can provide, resources you can access and how to enrol with our general practice, explore our website at:

<https://www.waikato.ac.nz/students/health/home>

Student Health Rātonga Hauora Akonga is an interdisciplinary community-based health care service providing health care for all students enrolled at the University of Waikato. Our service is focused on student wellbeing and success. We provide various health services that support this.

The team has a multi-disciplinary stepped care approach to ensure students have access to the right health practitioner to meet their needs in a timely manner.

Our general practice enrolment forms include consent to your health information being collected when you sign these. Our Mental Health & Wellbeing team have a consent process that is followed when you seek their assistance.

Overview

Maintaining your trust and privacy is important to us.

- We only collect what we need to help you and your whānau.
- We don't sell anything we know to anyone, ever.
- We only share what we know with people in the health system who need to be involved in your care.
- We look after what we know and keep it secure.
- Your health record is YOUR health record – you can access your information if you wish.
- You have the right to make an addendum to your health record if you believe it is incorrect.
- When you complete your enrolment with Student Health you give consent to sharing relevant health information with health professionals directly involved in your care.

What information is collected?

- Information about you (such as your name, date of birth, gender, address, ethnicity, citizenship, NHI number).
- Information about your health.
- Information about health services that are being provided to you.
- Information about the financial transactions around consultation charges.
- We are required to keep your information accurate, up-to-date and relevant for your treatment and care.

Patient enrolment information

The information provided on the enrolment form will be:

- held by Student Health Rātonga Hauroa Akonga
- used by Te Whatu Ora Health New Zealand to give you a National Health Index (NHI) number or update any changes
- sent to Pinnacle Midlands Health Network as required to obtain subsidised funding on your behalf
- used to determine eligibility to receive publicly funded services
- Information may be compared with other health agencies involved in your care but only when permitted under the Privacy Act (2020)

Other uses of your health information

Your health information may also be used by health organisations such as the Te Whatu Ora Health New Zealand or Student Health Rātonga Hauroa Akonga for the following purposes:

- health service planning and reporting
- monitoring and improving service quality
- funding and payments

This information will not be used or published in a way that can identify you.

Confidentiality and information sharing

Your privacy and the confidentiality of your information is important to us.

- Your health professional will record relevant information from your consultation and use it to provide you with appropriate care.
- When you give consent, this enables sharing of relevant health information with other health professionals who are directly involved in your care ¹
- Your health information may also be shared with other government agencies but only when permitted under the Privacy Act (2020). It may also be shared if authorised by law.
- Your health information may be reviewed by an auditor either checking on health matters or as part of a financial audit, but only according to the terms and conditions of Section 22G of the Health Act (1956) or any subsequent applicable Act.
- You do not have to share your health information, however, withholding it may affect the quality of care you receive. Talk to your health practitioner if you have any concerns.
- Your privacy is our priority. We will keep your information secure and take all steps to prevent unauthorised access. We constantly evaluate our systems and processes to ensure we are using the latest technologies to ensure security.

Right to access

- You have the right to access your health information.
- You do not have to explain why you are requesting your information. You will be required to provide proof of your identity.

¹ Health professionals can include, but are not limited to, doctors, nurses, dietitians, pharmacists, physiotherapists, mental health practitioners, social workers and midwives.

- You have the right to know where your information is kept, who has access rights, and if the system has audit log capability who has viewed or updated your information.
- If asking for your health information to be amended, practice staff should provide you with reasonable assistance. If your healthcare provider chooses not to amend that information, you can have this noted on your file.

Student Health Rātonga Hauroa Akonga offers a patient portal, which allows you to view some of your general practice health records online. You can register with our administration staff at the Student Health Centre.

Health programmes

Health data relevant to a programme in which you are enrolled, such as breast screening, immunisation or diabetes, may be sent to the health organisation managing the programme and associated funding.

Collecting and storing your health information

Your data is sent securely to the Pinnacle Midlands Health Network for funding purposes. This information will not be used or published in a way that can identify you.

Robust protocols and processes have been developed for collecting and storing this data. Our processes are fully compliant with the Privacy Act (2020) and Health Information Privacy Code (2020).

Research

Your health information may be used in research approved by an ethics committee and it will have identifying details removed.

- Research which may directly or indirectly identify you can only be published if the researcher has previously obtained your consent and the study has received ethics approval.
- Under the law, you are not required to give consent to the use of your health information if it is for unpublished research or statistical purposes, or if it is published in a way that doesn't identify you.

Visiting another practice

If you visit another practice which is not your regular practice, you will be asked for permission to share information from the visit with your regular practice.

If you have a High User Health Card or Community Services Card and you visit another practice which is not your regular practice, they can make a claim for a subsidy, and the practice you are enrolled with 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 consent.

Complaints

If you are not happy with the way your health information is collected or used, you can talk to our staff about your concerns or send a complaint to medcent@waikato.ac.nz