

# Terms & Conditions

**Health Hub Project NZ**  
Enrolment and Patient Portal



**HealthHubPROJECT**

 WELLNESS  EDUCATION  RESEARCH

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# 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 a 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 during 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 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 not used or published in a way that can identify me:

- health service planning and reporting
- monitoring service quality, and
- 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.

## **Enrolling with General Practice**

General practice provides comprehensive primary, community-based, and continuing patient-centred health care to patients enrolled with them and other who consult. General practice services include the

diagnosis, management and treatment of health conditions, continuity of health care throughout the lifespan, health promotion, prevention, screening, and referral to hospital and specialists

Most general practice providers are affiliated to a PHO. The PHO fund-holding role of PHOs allows an extended range of services to be provided across the collective of providers within a PHO. Enrolling with a Primary Health Organisation (PHO)

### **What is a PHO?**

Primary Health Organisations are the local structures for delivering and co-ordinating primary health care services. PHOs bring together doctors, nurses and other health professionals (such as Maori health workers, health promoters, dietitians, pharmacists, physiotherapists, mental health workers and midwives) in the community to serve the needs of their enrolled populations.

PHOs receive a set amount of funding from the government to ensure the provision of a range of health services, including visits to the doctor. Funding is based on the people enrolled with the PHO and their characteristics (e.g. age and gender). Funding also pays for services that help people stay healthy and services that reach out to groups in the community who are missing out on health services or who have poor health.

### **Benefits of Enrolling**

Enrolling is free and voluntary. If you choose not to enrol you can still receive health services from a chosen GP / general practice / provider of First Level primary health care services. Advantages of enrolling are that your visits to the doctor will be cheaper and you will have direct access to a range of services linked to the PHO.

### **How do I enrol?**

To enrol you need to complete an Enrolment Form at the general practice of your choice. Parents can enrol children under 16 years of age, but children over 16 years need to sign their own form

# The Health Hub Project NZ Patient Portal

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### Patient Portal

*Patient Portal* is a web site for you; it uploads your information from our computer to a secure web server.

It is a place where you can access your health information online, it's easy and confidential. We fully support the concept of a patient held electronic health record. For us, it is a way to receive secure electronic messages from you, which will help us manage the day to day running of our medical centre.

**IMPORTANT – THIS IS A NON-URGENT SERVICE. PLEASE DO NOT USE *PATIENT PORTAL* TO COMMUNICATE ACUTE SERIOUS PROBLEMS TO YOUR DOCTOR ON 06 358 7282 FOR ADVICE ON URGENT MATTERS.**

### Repeat Prescriptions

We encourage you to use the Request Prescription service. This service is only available for medications you are on long term. Prescriptions will be processed as soon as possible and be available for collection at the health centre within 2 working days of receiving your request. If you wish to have your prescription faxed to a pharmacy, please indicate that in your request and the name of the pharmacy. We will send you a *Patient Portal* email once your request has been processed.

### Test Results

We would like to use *Patient Portal* as one of the ways of notifying you of your test results. We also use texting and telephone. When we file a result you will be sent an email saying your record has been updated. We recommend you do not switch off the automatic notification box in your inbox setup, so you can receive these messages. Your 'Lab Results' section in the 'Health Summary' option will have your results. One column has your doctor's comments on the test. For more detail click the blue 'i' button. Please read your doctor's comments and take any action

recommended. If there are serious abnormalities we will contact you through other channels, including phone and letter.

### Email consultation via *Patient Portal*

By agreeing to use this service you agree to pay the associated fee within 7 days after the transaction is completed. Your doctor or recipient of your request has sole discretion as to when a transaction is completed and billed. For queries or complaints please contact the Health Hub Project. This service is not intended to replace face-to-face consultations. We will respond to your request within 2 working days. The advice provided by your doctor is limited by the information you provide and the information we already have in our records. If your request is too complex you may be asked to make an appointment for a consultation.

### Health Information

If you see incorrect information in the Health Summary, please contact The Health Hub Project so we can correct the information.

### Appointments

All standard appointments are 15 minutes and will incur a standard consultation fee which is to be paid on the day of appointment. If you require an extended consult, please book 2 concurrent appointment slots. Our list of fees is available on our website <http://www.hhpnz.nz>

Bookings should be made with your enrolled GP. If you book with another provider, we may cancel the appointment. Please provide a short description of the what you wish to discuss when booking online. If you want to discuss other things not mentioned in your booking, you will be asked to make another appointment. We will send you a *Patient Portal* email once your appointment has been accepted. Cancellations must be made within one working day of the confirmed appointment. Failure to attend the appointment or cancel within 2 hours of the appointment will incur a fee. If you require an appointment with the nurse, please phone the practice on **06 358 7282** or email on **talktous@hhpnz.nz**. Misuse of this service will result in suspension of your *Patient Portal* account.

## RECALL ENQUIRY

This is a non-urgent service and we will attempt to answer your query within two working days. If you have an urgent request, please ring the practice on **06 358 7282**

## GENERAL CONDITIONS

All messaging services are non-urgent services and we will attempt to answer your query within 2 days.

### **The *Patient Portal* platform is provided to you as an enhanced service:**

- o it is not part of your general medical services
- o the service may be withdrawn at any time at our discretion.
- o it may be withdrawn if we believe you have broken any of the terms of service and/or fair use policy.

Use of the *Patient Portal* platform is subject to a fair use policy. Not all patients will be suitable to have access to the Patient Portal. Your clinical team will decide if it is right for you. For legal reasons we are unable to provide Patient Portal access to patients under 18 years of age. You accept that we will undertake routine audits of access to the Patient Portal to ensure it is used appropriately and to protect your privacy. From time to time we may amend the Terms and Conditions of service. We will notify you of any changes via the *Patient Portal*. A copy of the current Terms and Conditions can be downloaded from the Patient Portal.

### **Your responsibilities**

You will use the system in accordance with our Fair Use Policy. You will provide a unique email address which is only accessible to you (shared family emails are not suitable).

You will use a secure password and are responsible for accessing the *Patient Portal* in a secure manner. You are responsible for the security of your account. We do not recommend accessing the Patient Portal from

public internet access points (e.g. free WiFi). You will advise us of any material changes to your circumstances that may affect your access. Any information you provide through the *Patient Portal* will be accurate and up to date. You will notify us as soon as you become aware of any errors in the information contained in your *Patient Portal* record.

There is no cost for accessing the *Patient Portal* to look at your health record, read any practice notices, download documents the practice has made available to you. You will be charged for any prescription requests or appointments that you attend. You will pay for any services used in a timely manner (or within 7 working days of a transaction at the practice). You may be charged for medical advice received through the *Patient Portal*. This will be at your clinical teams discretion. We will advise you of this where practical and offer a face to face consultation if we consider this the best course of action.

You acknowledge that the *Patient Portal* is not an emergency service and must not be used for urgent matters. If you have a medical emergency call 111. For any other urgent matters, contact the practice directly on 06 358 7282

### **TECHNICAL SUPPORT**

All data used via the platform is exchanged securely and stored in encrypted form in a NZ based data centre. Routine audits are conducted to ensure all activity is appropriate for the purpose it was intended.

## Q & A

### **What happens if I go to another General Practice?**

You can go to another general practice or change to a new general practice at any time. If you are enrolled in a PHO through one general practice and visit another practice as a casual patient you will pay a higher fee for that visit. So if you have more than one general practice you should consider enrolling with the practice you visit most often

### **What happens if the general practice changes to a new PHO?**

If the general practice changes to a new PHO the practice will make this information available to you.

### **What happens if I am enrolled in a general practice but don't see them very often?**

If you have not received services from your general practice in a 3 year period it is likely that the practice will contact you and ask if you wish to remain with the practice. If you are not able to be contacted or do not respond your name will be taken off the Practice and the PHO Enrolment Registers. You can re-enrol with the same general practice or another general practice and the affiliated PHO at a later time.

### **How do I know if I am eligible for publicly funded health and disability services?**

Talk to the practice staff, call 0800 855 151, or visit <http://www.health.govt.nz/new-zealand-health-system/eligibility-publicly-funded-health-services> and work through the guide to Eligibility criteria.



