



## Policy: HEALTH INFORMATION PRIVACY

### PURPOSE AND DEFINITION

HEMS Clinical Ltd. (HCL) recognises and will observe the principles set out in the Health Information Privacy Code 2020 regarding the collection, use, storage and disclosure of identifiable individuals' health information.

Health information is defined in the Health Information Privacy Code 2020 as:

- Information about the health of that individual, including his or her medical history;
- Information about any disabilities that individual has, or has had;
- Information about any health services or disability services that are being provided, or have been provided, to that individual;
- Information provided by that individual in connection with the donation, by that individual, of any body part or any bodily substance of that individual or derived from the testing or examination of any body part, or any bodily substance of that individual;
- Information about that individual, which is collected before or in the course of, and incidental to, the provision of any health service or disability service to that individual.

### POLICY

Health Information is to be considered by all HCL employees as confidential and sensitive. All handling of private health information by HCL staff must be done in accordance with regulations set out in the Privacy Code 2020. *HCL staff must:*

1. Only collect relevant health information.
2. Advise the person, if possible, what you intend to do with their health information.
3. Be considerate when requesting information.
4. Provide patients with their health information when requested.
5. Allow patients the ability to correct any wrong information
6. Make sure all health information is correct before it is used.
7. Destroy private health information when it is no longer needed.
8. Only use private health information for the purposes it was obtained.
9. Only disclose private health information to the patient, their legal guardian, the New Zealand Police or other agency within the confines of the Privacy Code 2020
10. Only assign unique identifiers where permitted.

HCL may collect private health information in the following circumstances:

1. You or someone on your behalf seeks medical care from HCL staff.
2. You are formally treated, given advice or transported by HCL or their contractors, including at the request of another health care provider.

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HCL may use private health information in the following circumstances:

1. To identify patients;
2. To guide treatment, management, and care;
3. To record health status and any treatment or advice provided by HCL staff;
4. To provide feedback, training or audit to HCL staff involved in the patient's care.

## STORAGE, SECURITY AND DESTRUCTION

- HCL staff will only produce or record physical copies of a patient's private health information in the setting of a planned or unplanned outage of our electronic recording services. In this setting HCL staff will:
  - Hand a copy of the written information to the receiving health care providers, at which point it will be subject to their privacy policies.
  - Keep a hard copy of the information until such time that it can be transposed to our electronic records. The physical copy will be securely destroyed thereafter.
- Where any private health information is stored or transported by HCL staff it will be done electronically and on personal issue laptops with 2-stage authentication. Any personal issue device must not be left unattended and must log-out after a 15-minute period of inactivity.
- Private health information will not be gathered or discussed by employees in public areas, in front of members of the public, or with other unauthorised personnel.
- Any personal issue device which may store a patient's private health information will exceed the minimum recommendations required by the Public Records Act 2005.

## TRAINING

All employees who deal with health information will undergo training on requirements of the collection, storage and protection of medical information outlined in the Privacy Code 2020.

All HCL staff will be familiarised with HCL's Health Information Privacy policy as part of their initial training and induction to service

## COMPLAINTS

Complaints about a breach of privacy can be made:

- via the Privacy Commissioners website [www.privacy.org.nz](http://www.privacy.org.nz);
- By phone 0800 803 909
- In writing to: The Privacy Commissioner PO Box 10094 Wellington

## LEGISLATION

Health Information Privacy Code 2020

Privacy Act 2020

New Zealand Public Health and Disability Act 2000

Health Act 1956

Health and Disability Commissioner Act 1994

Health Practitioners Competence Assurance Act 2003

Mental Health (Compulsory Assessment and Treatment) Act 1992

Interpretation Act 1999;

Care of Children Act 2004.