

HEMOCARE MEDICAL'S PRIVACY STATEMENT

PART A – ABOUT THIS PRIVACY STATEMENT

Who is Homecare Medical and what does it do?

Homecare Medical was formed in 2014 from a well-established, successful and responsive telehealth service supplier, and is built on a partnership between two large New Zealand primary health networks, Pegasus Health and ProCare. Each has a strong commitment to reinvesting profits to improve the health of New Zealanders through the charitable structures they have put in place.

- Homecare Medical's after-hours business provides telehealth services including nurse triage, health advice, health provider information and primary options for acute care (POAC). The service is available 24 hours a day, seven days a week, and supports over 600 General Practices who care for 2.2 million New Zealanders. The service enables patients to access health services via their GP practice and remain connected to their healthcare home.
- The National Telehealth Service is provided under contract to the Ministry of Health. Services provided are listed in the following table:

	Services
Healthline	Phone triage services to members of the public
Ambulance	Secondary phone triage services to low acuity patients who have contacted ambulance services
After Hours	Phone triage services on behalf of GP practices
Immunisation Advisory Service	Immunisation advice to members of the public
Poison Line	Advice on poisons/toxins and management of potential exposures
Depression Line	Counselling support services to members of the public
Gambling Line	Counselling support services to members of the public
Alcohol Drug Helpline	Counselling support services to members of the public
Quitline	Counselling support services to members of the public and provision of subsidised nicotine replacement therapy
Directory of Services	Details on health service and counselling providers across New Zealand.

Homecare Medical is supported by strong clinical governance and input from consumer and community groups.

What are Homecare Medical's privacy obligations?

Homecare Medical's privacy obligations concern the collection, use, disclosure and storage of personal information.

Homecare Medical complies with the Privacy Act 1993 and the Health Information Privacy Code (HPIC)

PART B – OUR PERSONAL INFORMATION HANDLING PRACTICES

What personal information does Homecare Medical collect and hold?

We may collect your name, gender, date of birth, ethnicity, contact details and information about your illnesses, symptoms, disabilities and information required to provide you with a health service.

The types of information Homecare Medical collects and holds includes (but is not limited to) personal information and health information about users of its services, and personal information about its employees and contractors.

You can always choose to deal with Homecare Medical anonymously (or by providing a pseudonym) in which case your details will not be subject to privacy laws. Please let the staff member know if you wish to remain anonymous when contacting us.

If you identify yourself, Homecare Medical will usually collect your name, age, gender, contact details, ethnicity, some medical history, your symptoms, and, if relevant to your health, your sexual practice.

We may also record information about health services to be provided to you in the future, or your wishes about the future provision of health services.

We usually collect information directly from you when you use our services or when you send us an email, fax, letter or complete an online or paper form. We sometimes collect personal information from a third party, for example from a healthcare service such as a residential care facility who is managing your care or from your family members that contact Homecare Medical on your behalf. If someone calls on behalf of another person, we collect the caller's name and contact details.

All communication with Homecare Medical in relation to its health services is recorded in a database.

We have processes in place to ensure that our records of your information remain accurate, complete and up to date, including by verifying the information with you each time you use our services or from other sources.

The records are retained for up to 10 years as is usual with health information.

If the information is no longer required by us for any purpose for which it was collected and is no longer required by law to be retained by us, we will destroy or de-identify the information.

What uses and disclosures of personal information may occur?

Homecare Medical uses and discloses personal information for the following purposes:

- We use it to make sure that we assess your needs properly. If we know something about your age, gender, general health status and medication, we may be able to make a better assessment of your condition or situation when you describe your symptoms or experiences to us.
- We use it match your previous records, if you have called us more than once. You may not be able to remember all the details of your last contact, and we may be able to look up information that is relevant to the reason you have contacted us currently.
- If you give us permission to send a summary of our discussion to your GP, we need to make sure that we match the summary with the right record in your GP's files.
- We provide non-identifiable information to the Ministry of Health and organisations that will help with the identification of broad health issues. For example, we may see that there are many people living in your region who are having a particular health issue, or that many men within a particular age bracket are suffering from specific symptoms. We do not disclose your name, NHI number or address when we pass on general health data like this.
- We work with universities and research organisations to invite people using our services to take part in research. It is always your choice whether to take part in research and your decision has no impact on the services we provide. If you do want to take part, we provide your name and contact details to the researchers who will contact you directly.

Homecare Medical uses audio recordings of all telephone consultations and transcripts of message-based consultations to help ensure that the advice it gives meets the highest standards of safety and quality and is equal to best international practice.

Homecare Medical will share relevant information with health services and/or Government bodies in the event of a national or regional health disaster in order that an appropriate health response can be provided.

Homecare Medical may use your personal information to make a follow up call to you for feedback on your satisfaction with the service you have received.

Homecare Medical will generally not disclose your personal information to anyone except as described in this Privacy Statement, where you consent to a particular disclosure, or where the identifying data can be removed. Homecare Medical may consult regarding your case with another health service provider with your consent and possibly while you are still on the line.

Where a consumer permits or has authorised another person to conduct their affairs (such as a spouse or guardian), is unconscious, incapacitated or a minor, Homecare Medical deals on their behalf with the authorised person responsible for their welfare.

There may be other disclosures where:

- you would reasonably expect the disclosure to occur (for example, quality assurance purposes, training and the purpose of enhancing the Homecare Medical service);
- Homecare Medical is authorised or compelled by law to disclose;
- it will prevent or lessen a serious threat to someone's life, health or safety or a threat to public health or safety;
- it is required for public health surveillance where symptoms are mapped geographically to see if patterns arise as an early warning system identifying epidemics;
- it is necessary as part of the establishment or defence of a legal claim;
- it is requested by an enforcement agency such as the police;
- it is a necessary part of an investigation following a complaint or incident.

When we disclose your personal information to third parties, we make all reasonable efforts to ensure we disclose only relevant information and that it is accurate, complete and up to date.

Homecare Medical will not sell or rent your personal information to anyone and will not transfer your information overseas unless you ask Homecare Medical to do so.

When Homecare Medical uses contractors to perform services, such as disposal of confidential documents, they are required under contract to work according to Homecare Medical's obligations under the *Privacy Act 1993* and to treat personal information they may see with care and confidentiality.

Informed consent

Consumers who contact the service often provide personal information to Homecare Medical. We recognise our obligation to ensure that consumers are informed on the use to which this information will be put.

The process of obtaining informed consent to collect information must be balanced with the needs of the consumer and the quality of service provision. Consumers who contact the service may be in life threatening situations or experiencing acute distress. To respond effectively we have removed any time delays and intrusive processes that detail why we collect information and how we use it.

We have decided to not include consent processes when people contact us, so there are no messages on our telephone services or via text, email and webchat. This is similar to the way emergency services such as the Police and ambulance service operate.

How does Homecare Medical protect your personal information?

Homecare Medical has systems and procedures in place to protect your personal information from misuse and loss, and from unauthorised access, modification or disclosure.

PART C – WEBSITES

This part of our Privacy Statement explains the type of information that is collected by Homecare Medical in managing and operating its websites, how such information is used and under what circumstances and to whom it may be disclosed.

What are Homecare Medical's web-based services?

Homecare Medical's main web-site is www.homecaremedical.co.nz.

Homecare Medical also works with the Health Promotion Authority and the Ministry of Health to provide

Alcohol Drug Helpline website <http://alcoholdrughelp.org.nz/>

Quitline website <http://www.quit.org.nz/>

Gambling Helpline http://www.gamblinghelpline.co.nz/Home_452.aspx

Depression Helpline <http://www.depression.org.nz/> and <https://thelowdown.co.nz>

Homecare Medical's web-based services have been tested to an advanced level of site security. However, users are advised that there are inherent risks in transmitting information across the internet, including the risk that information sent to or from a website may be intercepted, corrupted or modified by third parties. If you have any security concerns, or if you wish to provide personal information by other means (e.g. by telephone or paper), you may contact Homecare Medical using the contact details set out at the bottom of this document.

What personal information does Homecare Medical collect from website users?

Homecare Medical does not collect your personal information when you only browse our website.

Homecare Medical may collect your personal information if you transmit personal information to us through our online forms, email or web-based services like our programs and message boards, blogs, forums and newsletters.

For our web-based services we may use your IP (Internet Protocol) address to verify that you are accessing the service from within New Zealand and where you enrol to a service we collect your details like a username and email address and mobile number for text services.

You can unsubscribe to our web-based services at any time by following the prompts on our website or by contacting us on the contact details set out at the bottom of this statement.

What uses and disclosures occur of personal information collected from our website?

Homecare Medical will only use personal information collected via its website in accordance with the purposes stated in the Privacy Statement.

Your contact details will only be used for the purpose for which you have provided it and will not be added to any mailing lists without your prior consent. We will not use or disclose your contact details for any other purpose without your consent, unless it is otherwise in accordance with the *Privacy Act 1993*.

We do not disclose your personal information to other organisations unless one of the limited circumstances set out in Part B of this Privacy Statement applies (see Part B, 'What uses and disclosures of personal information may apply').

PART D – QUERIES, CONCERNS AND FURTHER INFORMATION

How does Homecare Medical ensure that the personal information it holds is accurate and how can I access the information held about me?

If you wish to see what information Homecare Medical has about you, you can ask for a copy of it. Sometimes it may not be possible to give you a copy of the information if it was provided anonymously, if it contains details about other people, or if it would be unsafe to provide the information in that it may lead to harm being done to another person. If we refuse to provide you with access to your record or to update your record in the way you request, we will provide you with written reasons.

Homecare Medical will not charge you a fee for lodging a request for a copy of your personal information and will make every effort to provide this information free of cost. If there are significant amounts of information to be gathered you may be asked to pay a reasonable fee for this work and associated costs such as photocopying. You will be notified of any likely costs before your request is processed.

Homecare Medical has measures to ensure that the information it holds about you is accurate, complete and up to date before acting on it. If you learn that personal information Homecare Medical holds about you is inaccurate, incomplete or not up to date you should contact Homecare Medical so that your information can be promptly updated.

If we refuse to correct or update your information, you may request that we make a note on your record that you are of the opinion that the information is inaccurate, incomplete, out of date, irrelevant or misleading, as the case may be.

What if I have a complaint?

If you have a privacy complaint or concern, especially if you think your privacy has been affected or you wish to complain about our refusal to update or grant access to our records of your personal information, you should contact Homecare Medical as detailed below for an examination of your complaint. If after that you are still unhappy you can complain about a privacy matter to the Privacy Commissioner. See <https://www.privacy.org.nz/your-privacy/how-to-complain/> for how to make a complaint.

Does Homecare Medical change its policies on privacy from time to time?

Homecare Medical may update this Privacy Statement from time to time. To see the most current Privacy Statement, please check out our website www.homecaremedical.co.nz or contact Homecare Medical.

How can you contact us?

Email: feedback@homecaremedical.co.nz

Phone: 09 375 7770

Postal address:

Privacy Officer
Homecare Medical
PO Box 105 346
Auckland 1143

