Introduction

As your healthcare provider, The Doctors QuayMed and the National Hauora Coalition (NHC) who is the Primary Healthcare Organisation (PHO) collects a range of patient information to support service delivery. The type of information collected varies from project to project but can include:

- Patient's NHI number
- Patient's internal practice identifier
- Identifiable data such as patient's name, DOB and address
- The details of the doctor or other practice staff member(s)
- Clinical or health information to support the service and/or claim

Directly seeking patients' permission is an acceptable way to comply with restrictions and best practice when sending health and demographic information outside of your general practice to the PHO and other agencies such as the District Health Board or Ministry of Health.

This booklet provides detail so that your patients can make informed decisions around sending information to their PHO.

What is the information used for?

The NHC as your PHO need this information for various reasons, including:

- Ensuring patients are entitled to and receive the full range of services available
- As a national PHO ensuring that funding we receive is targeted in the specific districts and populations that it is earmarked for.
- Reporting back anonymous/aggregate and identifiable data as required to the District Health Board, NHC management or Alliance Leadership Teams to support service provision and contractual requirements
- Paying the medical practice for services offered to patients
- Targeting the funding we have available to specific "at-risk" or "at-need" groups
- Meeting our health target and IPIF reporting requirements
- Prompting or reporting to practice staff to specific services available to individual patients
- Shared care records and systems for specific projects (TestSafe, afterhours, Whanau Ora, shared care planning)
- Research Project

How is the information collected?

In most cases the NHC's electronic Mohio system collects the data at time of consultation as it is entered by general practice staff. A range of patient personal information can be collected and several steps are taken to ensure that this information is collected, stored and used in an appropriate way.

The NHC Mohio system uses industry standard protection including:

- Secure Internet Connection (SSL/HTTPS with 2048 bit encryption key; similar to the connection to your online banking)
- Username and Password (stored using a hashing system) to access Mohio
- Account lockout and monitoring
- Non-shared databases and virtual servers
- Limiting access to information within Mohio by staff role
- Separation of database and internet services

The Mohio system by-passes the need for practices to fax, post or email any sensitive information. In all cases the information transmitted is copied into the practices MedTech outbox and/or forms tab as a record of information externally sent to NHC. The Mohio system avoids where possible running wide-ranging query builders that give no opportunity for patient opt-out; query builders are run on a large population group after a consultation has taken place.

RocketM runs automatic and timed queries to pick up information directly from your practice database. It does this using a number of differing queries which individual practices can opt-in or out of.

Other information is transmitted by HealthLink Messenger; this is another widely used and secure system used to transmit information between General Practice, PHO's and District Health Boards. HealthLink is used for Advanced Forms, DHB claims and PHO register, clinical event and performance exports.

Can patients opt-out of information provision?

If patients or ineligible or choose to opt-out of information collection then generally we are unable to provide funding for these services. However in all cases we expect our medical practices to be able to offer medical services to all patients but patients may have to pay additional co-payments (i.e. be treated as a casual, registered or visitor; not as an enrolled patient).

If practices have specific sensitive cases then these can be discussed in confidence with our practice support and locality manager teams; alternative arrangements can often be made.

What PHO projects send patient identifiable information externally outside of the General Practice?

The following are a list of projects/exports identified where the PHO receives individual patient information. This list is not complete and projects do change from time-to-time:

- RocketM identifiable queries

- Real time Enrolment (via the National Enrolment System)
- PHO Enrolment (Patient Registers)
- Clinical Event Export (Service Utilisation)
- Clinical Performance Export (PPP/IPIF/National Health Targets)
- Regional and local afterhours
- MohioExpress and Mohio Patient Dashboard (used to load specific content to that particular patient)
- MohioForms
    - All forms available send differing levels of data. This can be identified via the Outbox document generated.
- NHC Advanced Forms
    - All forms available send differing levels of data. Please contact us if you have specific queries. Advanced Forms are phasing out in favour of Mohio and other web based forms that have a more transparent process around sending of information.

Sent externally; but some information (identifiable, anonymous or aggregate) may be made available to us as your PHO:

- Lab Orders (including TestSafe)
- Pharmaceutical Orders
- National Immunisation Register (NIR, including influenza claims)
- Audit Tools such as DrInfo, HealthStat and MedTech CAT Tool
- GMS Claims
- Access to Diagnostics
- Best Practice Forms
- Enigma CVD/Diabetes Form
- Enigma CCM Depression (CMDHB) Form
- CMDHB ARI
- MedTech Manage My Health

Can a patient get a copy of the information NHC holds on them?

Yes. Patients can request a copy of the records we hold of them; requests can be sent to:

> The Privacy Officer
> National Hauora Coalition
> PO BOX 104221
> Lincoln North
> Auckland 0654

How can a patient update the information held by NHC?

Generally information is updated as it is received by the patient's general practice. The patient can request changes at the above address but we would recommend that changes be first (or be simultaneously) requested to their general practice as this is typically our source for the information.

Can a patient get a copy of the information The Doctors QuayMed holds on them?

Yes. Patients can request a copy of the records we hold of them; requests can be sent to:

> The General Manager
> The Doctors QuayMed
> 68 Beach Road
> Auckland 1010
> Email: info@quaymed.co.nz