

## **What is the Health Information Privacy Code?**

It is the set of rules designed to protect the privacy of people using the health system. It sets out all the rules concerning your personal health information. A copy of the Code is available on the Privacy Commissioner's website: [www.privacy.org.nz](http://www.privacy.org.nz). The Code is also available at Nelson and Wairau Hospitals.

## **What if I have other questions?**

The people in your team should be able to answer your questions, or to find out the answers for you. Alternatively you could contact:

**Nelson Hospital Clinical Records:**  
ph (03) 546 1368

**Wairau Hospital Clinical Records:**  
ph (03) 520 9956

**Mental Health Services**  
Nelson: ph (03) 546 1466  
Marlborough: ph (03) 520 9907

**Intellectual Disability Support Services:** ph (03) 546 1789

**Murchison, Golden Bay or Motueka Hospitals - contact Nelson Hospital:** ph (03) 546 1368

## **About this Brochure**

This brochure contains information for you and others involved in your care about your personal health information and what happens to it.

It's important that you are aware of these things.

Your clinician will be available to go through this information with you.

## **Complaints**

If you have concern with the way your health information has been handled please approach staff or contact:

**The Privacy Officer  
Nelson Marlborough  
District Health Board  
Private Bag 18  
Nelson  
ph (03) 546 1997**



**Nelson Marlborough  
District Health Board**

## **Your Health Information**



*What happens to it?*

*How is it shared?*

***This guide for consumers and their family/whanau is produced by NMDHB to cover frequently-asked questions.***

**What sort of information is collected?**

Information that you or someone else gives us, regarding yourself, your past history, your current situation and health information, and your progress towards meeting your treatment goals.

**Why is this information collected?**

The information we ask from you is important in working together with you to assess your current situation and to plan and provide the best possible ongoing treatment and care.

**Do I have to give you the information?**

No, you are free to choose what information you give us. However, choosing not to give information may mean that our treatment for you is not able to be as effective or complete.

**How is my information stored and for how long?**

Your information is kept secure and processes are in place to ensure only those authorised to view it are able to do so.

Currently Mental Health files are kept indefinitely. Other files may be destroyed 15 years after the date of the last health treatment or care.

**Who will have access to this information?**

You should feel assured that your information is confidential and will only be shared with those who need to know.

Your information will be shared with the team providing your treatment so that we can ensure your care is not disjointed.

**Will the information be shared with anyone else?**

In consultation with you, information that we believe is *necessary* to ensure good ongoing treatment may also be shared with your GP or another health agency. We will keep you involved every step of the way.

Information may be shared with other agencies such as ACC, Coroner, Child Youth and Family Services or Police, where they have identified that they are entitled to do so.

If safety concerns are apparent, necessary information may be shared in order to maintain safety.

**Can I access my own information?**

Yes you can. We have a process for this, and any staff member can start the process. It can take time, however, and you will be kept informed of the process and the timeframe you should expect.

**Can I change my information if it's wrong?**

Yes, you can ask for correction of any factual information, or add to your clinical record any statements you choose in order to correct information. We can't delete information, however, as the clinical record is a legal document.

**What if a relative rings the hospital and inquires if I am in an inpatient unit?**

If a relative inquires about you they will be told whether you are in a ward, and where. Should you not want such information disclosed please notify ward staff.

**What about statistics and research?**

Information may be shared for statistical reasons and research purposes, but only information that can in no way identify you.