

Harley Street Medical

YOUR HEALTH INFORMATION AND PRIVACY

Patient summary for our website

We respect your privacy and protect your health information. This short statement explains what we collect, why we use it, who we may share it with, and your rights.

This is a summary of how we manage your health information. For more detailed information, please read our full Privacy Policy on this website or ask reception for a copy.

1. What information do we collect?

We collect the information needed to provide your care, including your contact and enrolment details, health history, medications, allergies, test results, clinical notes and information about services you receive. We usually collect this from you, but we may also receive relevant information from hospitals, specialists, laboratories, pharmacies, midwives, allied health providers, ACC, Health New Zealand and other providers involved in your care.

2. How do we use your information?

We use your information to provide safe and effective care, maintain your health record, coordinate care with other services, contact you about appointments, recalls and results, check eligibility for funded services, manage funding and accounts, improve service quality, and meet our legal and professional obligations.

3. Who may we share it with?

We may share relevant information with health professionals and services involved in your care, Nelson Bays Primary Health (Hauora Matua ki Te Tai Aorere), Health New Zealand, ACC, and trusted service providers who support our systems. Authorised health professionals may also access relevant information through shared-care systems such as HealthOne. We only share information where it is needed for your care, authorised by you, or permitted or required by law.

4. Your choices and rights

Providing information is voluntary, but if important information is not provided we may be unable to treat you safely, enrol you, access subsidies for you, or coordinate your care. You may ask to see the information we hold about you and request a correction if it is wrong, incomplete or misleading. Proof of identity may be required.

5. Keeping your information safe

We use reasonable physical, technical and administrative safeguards to protect your information. Health records are generally kept for at least 10 years from the date of your last encounter, as required by law.

6. Questions, requests or complaints

Contact our Privacy Officer, Lynaire Topliss, at lynaire.topliss@harleymedical.co.nz, phone 03 548 2763, or write to Harley Street Medical, 14 Harley Street, Nelson 7010.

If you are not satisfied with our response, you can contact the Office of the Privacy Commissioner at privacy.org.nz or 0800 803 909.