

Use and Confidentiality of your Health Information: What You Need to Know Before You Enrol at our General Practice



Auckland Primary Health Organisation (PHO)

Auckland PHO is the Primary Health Organisation (PHO) our practice belongs to. When you enrol with our practice, you are also enrolling with Auckland PHO. Auckland PHO uses your enrolment information to confirm your eligibility for publicly funded health services and to provide funding that supports your care.

Auckland PHO also receives certain health information and reporting from our practice for planning, funding, quality improvement, and service development purposes.”

Protecting your privacy

We respect your privacy and want you to feel confident about how your personal and health information is collected in our practice, and how that information will be used. We follow the Privacy Act 2020 and the Health Information Privacy Code 2020 (including Rule 3A from 1 May 2026). Only authorised staff can access your information. Information is transferred securely, and identifying details are removed wherever possible.

Your Rights

- Under rules 6 and 7 of the Health Information Privacy Code, you have the right to request access to the health information our practice holds about you, and request correction of that information, if you believe it to be inaccurate.
- You can ask questions at any time about how your information is used or request to see it.

Keeping your information up to date

Our practice is required to keep your information accurate, up-to-date and relevant for your care. If there are any changes to your information, please contact let us know.

Information we may access or receive from other sources (Rule 3A / IPP3A)

From 1 May 2026, the Health Information Privacy Code 2020 includes Rule 3A, which requires health agencies to take reasonable steps to ensure you are aware when we collect health information about you from someone other than you, unless an exception applies.

As part of providing your care, we may access or receive health information about you from other sources, such as:

- Authorised national or regional health information systems to support your care (for example, checking your medical history, laboratory or radiology results, current prescribing, or vaccination status)
- Correspondence from hospitals, emergency departments, after-hours providers, specialist services, allied health providers or other secondary and community care providers (for example, discharge summaries, outpatient letters or specialist letters)
- Hospital or specialist services to follow up on a referral or seek advice or an update on your care,
- Letters from screening programmes (such as bowel, breast or cervical screening), including results, or notifications regarding attendance or non-attendance,
- Contact from or correspondence with Police, legal representatives, Oranga Tamariki, insurance companies, Ministry of Social Development (Work and Income New Zealand) and the Accident Compensation Corporation
- Receipt of correspondence from employers, regarding, for example, fitness to work
- Information from the New Zealand Police regarding firearms licences

Sharing your information

We only share relevant information and do so with care:

1. Other Healthcare Providers (e.g. Visiting another GP)

- When you're referred to another provider, we may share your relevant medical records with them.
- If you see another GP or Nurse Practitioner (not your usual one), you will be asked for permission to share information from the visit with your regular GP or Nurse Practitioner or practice.
- If you have a High User Card or Community Services Card and you visit another clinic that is not your regular general practice where you are enrolled, they can make a claim for a subsidy and the practice you are enrolled with will be informed of the date of that visit, including the name of the clinic you visited and the reason(s) for the visit unless you do not give your consent to do so.

2. Health New Zealand | Te Whatu Ora, Auckland PHO & Ministry of Health

Your enrolment information is used to:

- Assign or update your National Health Index (NHI) number
- Check if you're eligible for publicly funded services
- Claim funding to help cover your care

Note: These agencies may compare your information with other government departments, but only if it's allowed by the Privacy Act.

3. Third party agencies

Information will be shared where you have given consent third parties as part of your ongoing care (for example, Insurance Providers, ACC, Community Pharmacy).

4. Complaints handling

If concerns are raised about the care or services we provide, we may disclose relevant health information to funders, insurers, indemnity providers, or legal advisers for the purpose of managing and responding to the concerns.

5. Audits and programme participation

Your information may be checked by an auditor (e.g., to verify a claim) but only according to the terms and conditions of section 22G of the Health Act (or any subsequent applicable Act). If health records are reviewed, a qualified health professional will do this. You may be contacted to confirm you received care. If you are part of programmes like Immunisation, Breast Screening, or Diabetes Care, relevant data may be shared with Auckland PHO or the agency running that programme.

6. Planning, research, and quality improvement

As a patient of Auckland PHO, your information will be used by Auckland PHO for the purposes of

- Planning services,
- Monitoring quality,
- Funding decisions, and
- Health research, but only if approved by an Ethics Committee and the information is not identifiable.

Notification and use of your health information

Our practice will collect and use your information to:

- Provide you with safe and accurate medical care,
- Contact you when needed for your healthcare,
- Refer you to specialists or other health providers, when necessary,
- Claim subsidies (like Community Services or High User Health Cards) on your behalf to reduce your healthcare costs,
- Provide non-identifiable statistics to government health agencies and Auckland PHO to improve healthcare services,
- Report to ACC or other providers, and
- Improve the quality of care we provide.

Unless an exception under the Health Information Privacy Code applies, when accessing, receiving or sharing health information about you, we will take reasonable steps to ensure you are aware of this, including:

- What we and accessed/received/or shared (or the type of information),
- Why the information was accessed/received/shared,
- How it may be used, and
- Your rights to correction or amendment of the information received.

We may do this through our privacy statement, and/or at the next appropriate contact or appointment (for example, when we discuss results with you).

Notification exceptions

On a case-by-case basis there will be circumstances where notification is exempt. Common exceptions to notification include, but are not limited to:

- If you have already been told that the information is being collected in support of your ongoing care,
- Where the collection of information is connected to law enforcement or legal functions,
- Information that is being protected under legal privilege or otherwise restricted by law, or
- Given the circumstance was not reasonably practical or would delay receipt of treatment.

Resources

- [Office of the Privacy Commissioner – What is IPP3A?](#)
- [Office of the Privacy Commissioner – Notification requirements for indirect collection of personal information](#)
- [IPP3A Indirect Collection Flowchart](#)