

Your personal health information and how it is used.



CONSENT TO COLLECT PATIENT HEALTH INFORMATION

Patients directly consent to health information (patient data) being collected when they sign an enrolment form with their family doctor or visit a GP practice.

Your health information will be shared with others involved in your healthcare.

This helps to improve care for individuals, and with the health information from many people collected together it can be used to improve health services, care for other patients and future generations as well as community wellbeing.

Patient data is used for the following reasons:

- To measure and improve the quality of healthcare
- To understand the frequency and severity of common major health problems
- To ensure that the differences in health status between different population groups are reduced
- To identify health prevention and promotion strategies
- To advocate for changes and improvement to health care funding and delivery
- To support some health research, subject to approval by an ethics committee
- To meet contract requirements with the Ministry of Health needed to obtain funding to reduce the cost of your GP visits.



SECURITY & PRIVACY OF PATIENT DATA

ProCare is a Primary Health Organisation (PHO). Patient data is sent securely to the PHO which stores this information in a data warehouse. The data provides a single source of information for practice clinicians. It is able to produce reports that help manage and improve services for patients.

Some health information we collect and generate is stored electronically by cloud service providers located in Australia. This information may also be processed (but not stored) on cloud servers located in other overseas countries. This information is encrypted at all times and these providers comply with internationally recognised security standards.

Information is also sent to the Ministry of Health to allocate funding subsidies which reduce the cost of GP visits.

Robust protocols and processes have been developed for collecting and storing this data to make sure it is kept safe and protected.

Our processes are fully compliant with the Privacy Act 2020 and Health Information Privacy Code 2020.



WHAT INFORMATION IS COLLECTED?

Enrolled patients

- Information about you (name, date of birth, gender, address, ethnicity, citizenship, NHI number)
- Information about your health and your medical conditions and measurements
- Information about health services that are being provided to you e.g. medications, immunisations, health screening, lab results
- Information about the financial transactions around consultation charges.

If you are a casual patient, only non-identifiable information is collected.

Information is not collected from your consultation notes (the progress notes your GP made on your file regarding your visits).

Update to Privacy Act (IPP3A) effective 1 May 2026*

One of the important changes in the Privacy Amendment Act 2025 is the addition of Principle (IPP)3A. This requires that when personal information is collected indirectly from someone other than the person themselves, then the agency (e.g. general practice) is required to notify those people that information has been received. This is not required when the person is already aware or has been informed that the information will be sent to the practice.

Examples of personal information that is received indirectly in the practice:

- Laboratory results
- Radiology reports
- Immunisation vaccinations
- Screening results e.g. cervical screening, mammography, bowel screening
- Shared care records
- Hospital discharge summaries.

* This is an interim communication and will be updated upon receipt of further guidance from Health New Zealand and/or the Office of the Privacy Commissioner

CONSENT OPTIONS

If you do not consent to health information such as medical conditions, medications and lab results being collected, then you may 'opt-off' by letting your practice know.

