

## Questions & Answers

### What happens if I go to another practice?

You can go to another General Practice or change to a new General Practice at any time. If you are enrolled in a PHO through one General Practice and visit another practice as a casual patient you will pay a higher fee for that visit. So if you have more than one General Practice you should consider enrolling with the practice you visit most often.

### What happens if the General Practice changes to a new PHO?

If the General Practice changes to a new PHO, the practice will make this information available to you.

### What happens if I am enrolled in a General Practice but don't see them very often?

If you have not received services from your General Practice in a three year period it is likely that the practice will contact you and ask if you wish to remain with the practice. If you are not able to be contacted or do not respond, your name will be taken off the practice and PHO Enrolment Registers. You can re-enrol with the same General Practice or another General Practice and the affiliated PHO at a later time.



YOUR HEALTH

# ENROLLING WITH A GENERAL PRACTICE

February 2023



General Practice provides comprehensive primary, community-based and continuing patient-centred healthcare to patients enrolled with them and others who consult. General Practice services include the diagnosis, management and treatment of health conditions, continuity of healthcare throughout the lifespan, health promotion, prevention, screening and referral to hospital and specialists.

### Benefits of enrolling

Enrolling is free and voluntary. If you choose not to enrol you can still receive health services from a chosen GP / General Practice / provider of First Level primary health care services. Advantages of enrolling are that your visits to the Doctor will be cheaper and you will have direct access to a range of services linked to the PHO.

### Pegasus Health (Charitable) Ltd

Your general practice provider is affiliated to Pegasus Health. Pegasus Health provides PHO services and its fund-holding role allows an extended range of services to be provided across the collective of providers. Additionally, Pegasus Health provides clinical governance, quality and education support to its members.



### What is a PHO?

Primary Health Organisations are the local structures for delivering and co-ordinating primary healthcare services. PHOs bring together doctors, nurses and other health professionals (such as Māori health workers, health promoters, dietitians, pharmacists, physiotherapists, mental health workers and midwives) in the community to serve the needs of their enrolled populations. PHOs receive a set amount of funding from the government to ensure the provision of a range of health services, including visits to the doctor. Funding is based on the people enrolled with the PHO and their characteristics (e.g. age, gender and ethnicity.) Funding also pays for services that help people stay healthy and services that reach out to groups in the community who are missing out on health services or who have poor health.



## How do I enrol?

### Enrolling is easy.

Just fill in a form at your general practice of choice. If you need assistance completing the form, the reception staff will help you. Parents can enrol their children if under 16 years old. Anyone over the age of 16 needs to sign their own form.



Find a local general practice  
[pegasus.health.nz/gp-locator](https://pegasus.health.nz/gp-locator)



## Health Information Privacy Statement

Your privacy and confidentiality will be fully respected. This fact sheet sets out why we collect your information and how that information will be used.

### Purpose

We collect your health information to provide a record of care. This helps you receive quality treatment and care when you need it. We also collect your health information to help:

- Keep you and others safe
- Plan and fund health services
- Carry out authorised research
- Prepare & publish statistics
- Train healthcare professionals
- Improve government services.

### Confidentiality and information sharing

Your privacy and the confidentiality of your information is really important to us.

- Your health practitioner will record relevant information from your consultation in your notes.
- Your health information will be shared with others involved in your healthcare and with other agencies with your consent, or if authorised by law.

- You don't have to share your health information, however, withholding it may affect the quality of care you receive. Talk to your health practitioner if you have any concerns.
- You have the right to know where your information is kept, who has access rights, and, if the system has audit log capability, who has viewed or updated your information.
- Your information will be kept securely to prevent unauthorised access.

### Information quality

We are required to keep your information accurate, up-to-date and relevant for your treatment and care.



### Right to access and correct

You have the right to access and correct your health information.

- You have the right to see and request a copy of your health information. You don't have to explain why you're requesting that information, but may be required to provide proof of your identity. If you request a second copy of that information within 12 months, you may have to pay an administration fee.
- You can ask for health information about you to be corrected. Practice staff should provide you with reasonable assistance. If your healthcare provider chooses not to change that information, you can have this noted on your file. Many practices now offer a patient portal, which allows you to view some of your practice health records online. Ask your practice if they are offering a portal so you can register.



## Use of your health information

Below are some examples of how your health information is used.

- If your practice is contracted to a Primary Health Organisation (PHO), the PHO may use your information for clinical and administrative purposes including obtaining subsidised funding for you.
- Te Whatu Ora | Health New Zealand uses your information to provide treatment, care, and to improve the quality of its services.
- A clinical audit may be conducted by a qualified health practitioner to review the quality of services provided to you. They may also view health records if the audit involves checking on health matters.
- When you choose to register in a health programme (e.g. immunisation or breast screening), relevant information may be shared with other health agencies.
- Manatū Hauora | Ministry of Health uses your demographic information to assign a unique number to you on the National Health Index (NHI). This NHI number will help identify you when you use health services.
- Manatū Hauora | Ministry of Health holds health information to measure how well health services are delivered and to plan and fund future health services. Auditors may occasionally conduct financial audits of your health practitioner. The auditors may review your records and may contact you to check that you received those services.
- Notification of births and deaths to the Births, Deaths and Marriages register may be performed electronically to streamline a person's interactions with government.

## Research

Your health information may be used in research approved by an ethics committee or when it has had identifying details removed.

- Research which may directly or indirectly identify you can only be published if the researcher has previously obtained your consent and the study has received ethics approval.
- Under the law, you are not required to give consent to the use of your health information if it is for unpublished research or statistical purposes, or if it is published in a way that does not identify you.

## Complaints

It is okay to complain if you are not happy with the way your health information is collected or used. Talk to your healthcare provider in the first instance. If you are still unhappy with the response you can call the Office of the Privacy Commissioner toll-free on 0800 803 909, and they can investigate this further.

## For further information

Visit [legislation.govt.nz](https://legislation.govt.nz) to access the Health Act 1956, Official Information Act 1982 and Privacy Act 2020.

The Health Information Privacy Code 2020 is available at [privacy.org.nz](https://privacy.org.nz) You can also use the Privacy Commissioner's Ask Us tool for privacy queries.

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