



FAQs

about your Shared Care Record

The Shared Care Record is intended to share your relevant health information from your GP with other approved health professionals in settings such as General Practice, After Hours and Hospital Emergency Departments.

This is done using a secure electronic system called ManageMyHealth. The system is operated by MedtechGlobal. It is securely hosted in New Zealand.

The type of information that will be initially available includes any medical conditions, allergies or disabilities you may have, immunisations, recalls, recent tests or results from x-rays or blood tests and what medicines you have been prescribed.

1. Will I have a Shared Care Record?

You will have a Shared Care Record created for you if you:

- Are enrolled with one of the participating Capital and Coast or Hutt Valley District general practices; and
- Have not explicitly opted-out

2. What information is included in my Shared Care Record?

Currently, the only source of information for your Shared Care Record is the general practice you are enrolled with. The information from your general practice that is included in the record will include any:

- Prescribed medicines
- Diagnosed medical conditions
- Allergies
- Recalls
- Immunisations
- Electronic laboratory and test results

The consultation notes that your doctor records as part of your visit will not be shared as part of this record.

3. Who has access to my record?

Only approved registered health professionals working in an approved care setting are able to access patient Shared Care Records. Presently the plan is to provide access to health professionals in the following care settings working within the Capital and Coast and Hutt Valley districts:

Initially:

- General Practice
- After Hours Medical Centres
- Hospital Emergency Departments
- Hospital Inpatient and Outpatient Services

Longer Term:

- Hospital Community Services
- Elderly Care Facilities
- Community Pharmacies
- First responders within Ambulance services

Your Shared Care Record will not be available to health professionals working outside of these care settings and outside of the Capital and Coast and Hutt Valley districts.

4. In an approved care setting will the health professional caring for me automatically access my Shared Care Record?

No. Your Shared Care Record will be available to them but they are required to ask your permission before assessing your record, for example “I see you have a Shared Care Record available, is it ok if I access it?”

The only exceptions to this will be if you are unconscious or unable to communicate. In both these cases having access to your Shared Care Record could be lifesaving.

5. What if I don't want any of my information shared?

You may choose to opt-out of having a shared record however we recommend discussing this with your GP first. To opt-out you can either ring the free-phone number 0800 727 664, contact your general practice, or write to the freepost address:

Freepost Authority Shared Care Record
PO Box 27380
Marion Square
WELLINGTON 6141 *(No stamp required)*

If you write to us, **please include** your:

- Full name
- Date of birth
- Name of your general practice (if known)
- Contact phone number (if you have one)

Please be aware of the following if you choose to opt-out: In an emergency or After Hours situation the health professionals caring for you would not immediately have valuable information available to them. This could mean additional tests are needed and may delay appropriate treatment.

6. What if I want to have a Shared Care Record but there is some information I don't want shared?

It is possible to have some of your information excluded from your record. However the purpose of the Shared Care Record is to enable health professionals to provide you with the best and safest care possible at all times. We recommend that you discuss this option with your GP.

7. Can I opt-out if I already have a record?

Yes, you can opt-out at any time. If at the time you opt-out you already have a record, your record will be made inactive and will not be shared.

8. Can I opt-back in once I've opted-out?

Yes. If you have previously chosen to opt-out but change your mind you will need to visit your general practice, and in most instances have a conversation with your GP or Practice Nurse in order to opt-in again. You can Opt-in or Opt-out of having a Shared Care Record at any stage.

9. If I visit another general practice within the Capital and Coast or Hutt Valley districts, will my health information from that visit be stored as part of my Shared Care Record?

No. Only information from your enrolled/regular general practice is included in your Shared Care Record. Your health information from visits to other practices will not be included, unless you change the practice you are enrolled in.

10. Can I find out who has accessed my record?

Yes. A log of which health professionals have accessed your Shared Care Record is maintained and can be audited.

Patients can request information about who has accessed their record by phoning 0800 727 664. Upon request you will be sent written information on who has accessed your record.

11. If I call the free-phone number who will I be talking to?

The Shared Care Record help desk including, the free-phone number and freepost address, is being provided by Compass Health who are providing the management and support for the Shared Care Record implementation in both the Capital and Coast and Hutt Valley Districts.

12. What if I have a complaint?

If you think your privacy has been breached or you have a complaint, you can contact any of the below organisations to discuss further.

- Your General Practice
- Your Primary Healthcare Organisation (PHO)
- Your District Health Board (DHB)

13. What is ManageMyHealth?

ManageMyHealth is the web based tool that we are using to deliver your Shared Care Record.

ManageMyHealth is produced by MedTech Global which is a large, New Zealand based Patient Management System provider for general practice.

14. Is ManageMyHealth secure?

Yes. ManageMyHealth uses security for data storage and information transfer at a level similar to internet banking. Only approved registered health professionals will have access to the system and all require a login and password. Clinically-led routine audit programmes will identify and follow up any unusual access patterns.

The project has a governance group, consisting of consumers, clinicians, information technologists and privacy officers who ensure any privacy and security issues are discussed and resolved.

15. Where is my record stored?

ManageMyHealth is contracted to store its information in a purpose built and secure data centre within New Zealand. This ensures that all the protections of our New Zealand privacy laws apply to the storage and use of your health information.

16. Who has been involved in the decision to introduce a Shared Care Record?

The decision to introduce Shared Care Records was made after wide involvement and collaboration from health professionals, including primary and secondary care, and community based organisations. It forms part of wider plans to transform Primary Health Care Services in the Capital and Coast and Hutt Valley Districts. The primary purpose of the Shared Care Record is to allow health practitioners involved in your care to easily access an up-to-date summary of your health information.

17. Have Shared Care Records been introduced in other places?

The introduction of Shared Care Records in the Capital and Coast and Hutt Valley Districts, will follow on from a successful implementation in the Wairarapa.

18. Who is involved in this initiative?

This initiative is a collaboration between the Capital and Coast and Hutt Valley District Health Boards in conjunction with all their associated PHOs: Compass Health; Well Health; Ora Toa; Cosine and Te Awakairangi Health Network. Together we are working towards the vision of keeping people in the community healthy by delivering transformational change across the health system.

19. How is the project governed?

The Shared Care Record project is a regional project and involves the collaboration and alliance of a number of stakeholders across the Capital and Coast and Hutt Valley Districts. The project governance has representatives from health consumers, General Practice, Primary Healthcare Organisations and the District Health Boards involved. It has a mix of consumers, clinicians, health managers, information technologists and privacy officers.

20. Have privacy issues been carefully considered?

A comprehensive 'Privacy Impact Assessment' has been completed and widespread consultation undertaken. The privacy impact has been distributed to a wide range of organisations, consumers, clinicians, stakeholders and experts including:

- General Practices
- PHO Clinical Quality Boards
- DHB Chief Information Officers
- MedTech Global
- Office of the Privacy Commissioner
- The Office of the Health and Disability Commissioner
- The Medical Council of New Zealand
- The National Health IT Board
- Grey Power

The 'Privacy Impact Assessment' will be periodically reviewed by the governance group to ensure it remains up-to-date and relevant.

21. I have more questions. Who can I contact to find out more?

You can contact:

- The Shared Care Record freephone line on **0800 727 664**.
- Your general practice, or
- You can write to us using the following freepost address:

Freepost Authority Shared Care Record
PO Box 27380
Marion Square
WELLINGTON 6141 (*No stamp required*)

If you write to us, be sure to include your name and if possible a contact telephone number. If you don't have access to a telephone, then ensure you include an outline of the information you wish to know more about.