

### **Correcting Information**

If you think the information we have provided to you is inaccurate, you are entitled to ask for it to be corrected. Please contact Clutha Health First Privacy Officer at [feedback@chf.co.nz](mailto:feedback@chf.co.nz)

### **Need Help with your Request?**

If you have any questions about any of the information above, please contact the Clutha Health First Privacy Officer at [feedback@chf.co.nz](mailto:feedback@chf.co.nz)

### **Privacy Commissioner**

Should you be dissatisfied with the information provided to you, a complaint can be raised with the Office of the Privacy Commissioner. Please visit their website <https://www.privacy.org.nz/your-rights/sorting-out-privacy-problems/>



# Requesting Health Information

## Information for Patients

Information from your own health records, or on behalf of someone, can be requested from Clutha Health First. Please ensure all sections of the Release of Personal Health Information Request Form are completed, it has been signed appropriately, and the required supporting documents are supplied with your application.

There is no charge for this service.

## Requesting your own Personal Health Information?

1. The request must be in writing by completing a Release of Personal Health Information Request Form.
2. Please include as much detail as possible regarding the information you require, including relevant dates. If you are specific about the information you want, we can respond more quickly to your request.
3. All requests must be accompanied by proof of identification. To protect the privacy of your personal information we need you to provide proof of your identity. Preferred identification includes a photo and signature (for example drivers' licence or passport). If you are unable to provide this, please let us know as soon as possible so an alternative can be arranged.

## Requesting Health Information for a Child, Relative, Friend or Deceased Relative?

Additional proof will be required for the following requests:

|                           |  |
|---------------------------|--|
| <b>A Child</b>            | As per points 1-3.<br>PLUS – Proof of relationship to the child will be required, for example Birth Certificate.   |
| <b>Relative or Friend</b> | As per points 1-3.<br>PLUS – consent from the patient or a copy of the activated EPOA/PPPR (if applicable).  |
| <b>Deceased Relative</b>  | As per points 1-3.<br>PLUS – consent from the Executor/Administrator (if not self)<br>PLUS – a copy of the relevant page from the Will or Letter of Administration.<br>Note: If there is no Will, a decision on whether to provide access to the records will be made on a case by case basis. |

## How long does it take?

The length of time required to collate information will depend on the volume and nature of information requested, particularly where information is held in different places or systems.

So, to help us be able to respond to your request in a timely way, please be as specific as possible about the information you require.

It may take up to 20 working days for us to respond to your request, however, all efforts are made to process all requests as quickly as possible.

Incomplete applications may delay the processing of your request. If your request is urgent, you must provide a reason for the urgency and the timeframe within which you require the information, and all efforts will be made to meet this deadline.

If we are unable to meet the 20 day timeframe, we will be in contact with you.

## Declined Requests

In some circumstances we may refuse part, or all of a request for health information. We will let you know why. You do have the right to review of such a decision and can do this by contacting the Privacy Commissioner.

## Retention and Disposal of Information

Under the Health (Retention of Health Information) Regulations 1996 and Public Records Act 2005, depending on the type of health information, the minimum retention period of health information could be 10 to 20 years from the day after the most recent date which an individual was provided services from a provider.

Once the required retention period has passed, rule 9 of the Health Information Privacy Code 2020 says that health information should be disposed of, securely, unless the health agency has a lawful purpose to retain it.

