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Privacy Statement

Pacific Radiology Group (PRG) collects information about patients we provide services to so that we can provide a high-quality medical imaging service. The information we collect provides valuable insight into a patient's health status and allows PRG staff to provide the best possible treatment or diagnosis from the imaging performed.

PRG is committed to protecting patients' personal and health information. PRG is bound by the Privacy Act (NZ) 1993 and the Health Information Privacy Code (NZ) 1994. Under the Privacy Act, personal information is any information about an identifiable individual. All personal information collected in the course of providing a health service is considered health information under the Health Information Privacy Code and is subject to the obligations and requirements set out in the Code and Privacy Act.

This Privacy Statement explains what information PRG collects about patients and why, what we do with the information, and how we maintain, use, store and disclose the information we hold in line with the rules in the Health Information Privacy Code, the Privacy Act, other legislation relating to privacy, and relevant professional standards.

How we protect your health information

All PRG staff are required to sign a confidentiality agreement and comply with PRG's Confidentiality Policy and Privacy Policy. Our health professionals must also comply with their professional and ethical obligations of confidentiality.

PRG also protects your health information by the steps set out in this Statement and our Privacy and Confidentiality Policies, including by:

- Only obtaining information about you, that is necessary to enable us to provide the best possible services to you;
- Acting in accordance with this Privacy Statement, our Privacy and Confidentiality Policies, or in accordance with your consent;
- Keeping your information secure from unauthorised access, loss, misuse, modification or disclosure;
- Complying with our obligations under the Privacy Act and Health Information Privacy Code and other relevant standards and legislation;
- Providing training for our staff on their obligations and PRG's Privacy and Confidentiality Policies and taking steps to ensure staff meet the obligations set out in these policies and in the Privacy Act and Health Information Privacy Code;
- Continuously reviewing and improving our privacy practices.

Why does PRG collect your health information?

If you are about to receive, or have received, a service from PRG, PRG will collect and hold relevant health information about you, to:

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- Gain an understanding of your health needs so that we provide you with appropriate services and advice;
- Send out reminders to you regarding appointments;
- Contact you to provide advice or information in relation to the way in which the service will be, or has been, provided;
- Advise your referring clinician or other relevant health provider/s on the findings of our service;
- Improve the quality and safety of the services we provide;
- Administer and manage those services including charging, billing and debt collection;
- Meet our legal and contractual obligations and requirements;
- Include you in relevant patient satisfaction surveys;
- Respond to any enquiries, concerns or complaints you may have about our services.

What health information does PRG collect and hold?

The information PRG might collect about you may include your:

- Name;
- Date of birth;
- Gender;
- Address (postal and email);
- Telephone numbers;
- NHI, health fund and health insurance cover details;
- Medical history, test results and other health information including, where relevant to the examination, your family or social history;
- ACC number and relevant information;
- Emergency contact details;
- Any other information you provide.

Other information necessary for PRG functions and activities may also be collected. This includes information necessary for administration purposes, including, billing and claims management.

How is health information collected?

Where practicable to do so, we collect health information directly from you. This may take place when you fill out documents such as a consent form or an administrative form, or when you provide information to us in person, over the telephone, or by email or other electronic means. We also collect information directly from the health provider who referred you to PRG services. This information is usually collected on the PRG referral form.

Where necessary to ensure we provide appropriate and safe services to you we may also collect relevant health information from other third parties such as:

- Your normal health service provider (for example your GP or specialist);
- A health professional who has treated you for a relevant condition;
- Your family, with your consent, or your lawful representative;
- Other sources, with your consent, or where authorised by law.

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Disclosing your health information

PRG may disclose your health information to another health provider, your representative (as defined in the Health Information Privacy Code), or another relevant agency or person where it is necessary and relevant to your treatment for the purposes of:

- Continuity of care with other health service providers involved in your treatment or diagnostic services;
- Activities directly related to the provision of health services to you that you would reasonably expect require relevant information to be disclosed;
- Conveying information to a responsible person (e.g. parent, guardian, spouse) when the individual concerned is incapable or cannot communicate, unless the individual has requested otherwise;
- Conveying necessary information to another health provider, enforcement agency, or relevant individual in situations where we reasonably believe the disclosure is necessary to prevent or lessen a serious threat to your life, health or safety, or the life, health or safety of any person;
- Where PRG is required or authorised to disclose the information in response to an order from a Court or Tribunal (such as a subpoena, ordered disclosure in proceedings, search warrant, or production order);
- Conveying relevant information to your main caregiver or close family members in accordance with the recognised professional practice unless you have specifically requested the information is not disclosed in this manner;
- Administration including: management activities such as funding, service monitoring, planning, and evaluation; billing and debt recovery;
- Responding to any concerns or complaints you have about our services;
- Where we are required or authorised to disclose the information under the Privacy Act, Health Information Privacy Code, or for the purposes of any other legislative or regulatory requirement;
- Quality assurance, clinical audit, and accreditation activities;
- Health insurance funding where applicable;
- Addressing liability indemnity arrangements including reporting to PRG's insurers and legal representatives;
- Preparing PRG's defence for anticipated or existing legal proceeding;
- Research or development, with your consent, or the compilation or analysis of non-identifiable statistics relevant to public health and safety and improving health services.

PRG will only provide health information for the purposes of marketing and promotional activities with your consent.

Access to your health information

PRG only allows authorised people to access its information systems, which hold all the images, radiologists' reports and other health information related to patients.

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In order to become authorised, referrers and other medical professionals have to apply to PRG, sign, accept, and agree to comply with the terms in our [Privacy and Security Agreement](#). Authorised persons are only allowed to access patient information for the purposes of providing diagnostic or treatment services to the patient or otherwise facilitate the care they provide to the patient.

They must also agree to PRG auditing their access to patient records. Our systems track, record and store all access on every patient file. All health professionals are also bound by their professional and ethical codes of practice and obligation of confidentiality.

Who Can Look: People who are eligible to apply for access to our information systems include: PRG staff; referrers of patients to PRG; other medical practitioners including specialists; and other health professionals including physios, chiropractors, podiatrists, nurses and dentists. Persons who are authorised to access our information systems are provided with a secure web based password-protection portal to access patient images and reports.

Your health information, such as radiology images and reports, may be available to your referring health professional. With your express consent, or at the request of, or with the express consent of, a person lawfully acting on your behalf (such as a parent acting for a child) we may provide relevant information about you to your representative, or another person or health provider.

PRG may disclose relevant information where it reasonably believes that there is a serious threat to your life, health, or safety, or the life, health or safety of another person. PRG will only disclose information in accordance with the Health Information Privacy Code, and only to a person or organisation who can do something to minimise or prevent the threat. We will seek your consent before such a disclosure unless we believe that it is not practicable or desirable to obtain your consent in the specific circumstances.

Access by DHBs

Some of our regions share patient information with DHBs. They have a secure database that healthcare records are electronically transferred to, so that other healthcare professionals such as pharmacies, laboratories and other medical specialist services can access information to give the best quality care for patients.

Opting Out: You are able to "opt out" of this system on a per examination basis, such that only PRG staff will be able to view the data about that examination. It should be appreciated however, that restricting access in this way may have unintended and detrimental consequences should access to images and reports be needed in an emergency, or outside normal hours. To restore standard access will require the services of IT staff who may not always be available at those times.

If you are a patient, and you either want us to restrict access to your health information, or you want an audit done of who has looked at your records, please inform our staff or contact us via our [Contact Page](#).

Storage, security and audit

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PRG stores health information in different ways, including in paper and electronic form. The security of your information is important to PRG and reasonable steps are taken to protect it from misuse, loss, and unauthorised access, modification or disclosure. Some of the ways this is done include:

- The steps set out above to ensure only authorised persons have access to your information and only after agreeing and signing our Privacy and Security Agreement Form;
- Imposing security measures for access to our computer systems. This includes providing a secure environment and access control for health information including password protection, firewalls and site monitoring;
- Only allowing access to health information where the individual seeking access has satisfied our identification requirements.

Audit: PRG conducts regular audits of access to its information systems. You are also able to request information from us as to who has accessed their records. We will endeavour to provide that information if asked, but there may be a limit as to how far back we can search.

Requesting access to your information

You have the right to access the information we hold about you subject to some exceptions allowed by law. This might include for example, where it is necessary to withhold some information where your health or the privacy or safety of another person might be at risk if the information was provided. If any information is withheld we will tell you why the information is being withheld.

Because of the specialised nature of the information we hold, we believe it is best for you to consult your referring health professional to access a copy of your imaging results. This allows the results to be explained in the context of any further testing and your ongoing health programme. Reports and images are available to your health professional by:

- Secure electronic means to the individual's health practice software;
- Direct access to our Radiology Information System once our confidentiality requirements are completed via an individual login.

If you would like to access your information directly from us you can contact us via our [Contact Page](#). To ensure the security of your information, we may ask you to verify your personal details, including sighting a photo ID before we release health information to you.

PRG will provide a copy of your health information as requested, to an authorised representative (as defined in the Health Information Privacy Code) or your legal adviser, where you have provided written authority, unless any of the legislative exceptions apply.

We will not charge a fee for providing you or your representative or legal adviser a copy of your information, unless we have already provided you, or your representative or legal adviser with the same, or substantially the same information, within the last 12 months, or you have requested a copy of an xray, a video recording, or a photograph of an MRI scan, PET scan or CT scan.

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Keeping your health information accurate and up to date

PRG takes all reasonable steps to ensure that the health information it collects, uses and discloses is accurate, complete and up to date. However, the accuracy of that information depends largely on the quality of the information provided to PRG. It is therefore important that you:

- Keep PRG up to date with changes to your personal information (e.g. your name and address);
- Let PRG know if you believe there are any errors in your health information.

You may also request that we correct the information we hold about you if you consider it is inaccurate, out of date, incomplete, irrelevant or misleading. We will need to verify your personal details, including sighting a photo ID before making any agreed changes to our records. If we change or correct your information, where practicable, we will notify relevant health providers of the corrections to any information that we may have provided them.

In some circumstances a request to correct your information may be denied. If your request is denied, a reason will be given to you in writing.

Using government identifiers

In certain circumstances we are required, to collect government identifiers such as NHI numbers. We will only use or disclose this information in accordance with the law.

Trans-border data flows

We operate and communicate with organisations throughout New Zealand and overseas. If this includes sharing your health information with an organisation or health provider outside of New Zealand, PRG will meet all its privacy obligations under NZ law and any other relevant legislation.

Privacy when using our website

PRG is committed to protecting online privacy. In general, visits to PRG websites can be made without revealing any personal or health information.

PRG websites contain links to Web sites operated by third parties. PRG has no control over the privacy policies and practices of such third-party sites. When following links to other sites from a PRG website we recommend that you read the privacy statement of that site to familiarise yourself with its privacy practices.

Email addresses provided through our website will only be used to provide the requested service or response to specific user queries or for our patient satisfaction survey. PRG will not add any email addresses to any mailing lists, nor disclose the email address to any other party without the users' knowledge and consent, unless required or authorised to do so by law.

PRG may provide third parties with aggregate unidentifiable statistics about our website visitors, traffic patterns and related site information. This data reflects site-usage and contains only non-identifiable information. PRG does not provide any third-party access to patients' health information except as set out in this Privacy Statement.

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We will occasionally update this Privacy Statement and our Privacy Policy. You will see the word "updated" followed by the date next to the Privacy Statement link near the bottom of all pages on the site. If the "updated" date has changed since you last visited, you are encouraged to review the Statement to be informed of how this site is protecting your information.

Information you submit electronically via our website: When you contact us via our website the information you provide to us is subject to the terms of this Privacy Statement and PRG's Privacy Policy.

Dealing with us anonymously

Where it is lawful and practicable to do so, you may deal with us anonymously (e.g. when enquiring about services generally). However, where you are seeking specific information related to services provided to you, we will need to verify your identity before providing any information about you, or the particular services provided to you.

Concerns or complaints

If you have a concern or complaint about how we have collected, used, stored, or disclosed your health information, believe that PRG has breached their privacy in any way, or wish to discuss any aspects about this Privacy Statement or PRG's Privacy Policy with us, you can:

- discuss the concern with a relevant staff member; or
- contact the PRG Privacy Officer via our [contact page](#). The Privacy Officer will try to satisfy any questions and correct any errors on PRG's part.

If the Privacy Officer is not able to satisfactorily answer your concerns, you may contact the Privacy Commissioner on Freephone 0800 803 909 (or 09 302 8655 if you are calling from Auckland) or via e-mail at enquiries@privacy.org.nz.

Further information about privacy matters can also be found on the Privacy Commissioner's website: www.privacy.org.nz