



## Enrolments Information Pack

Thank you for requesting to enrol with a doctor at The Hastings Health Centre. This information pack provides you with all the information you need to make the enrolment process as seamless as possible.

This pack includes the following:

- Process to enrol
- Appointments
- Fees (as at 1 July 2019)
- Use and confidentiality of your health information

We look forward to being your health provider. If you have any questions, please do not hesitate to ask one of our friendly receptionists who will be happy to help you.

### Process to enrol:

To enrol with one of the doctors at the Hastings Health Centre you will need to complete the enrolment form and provide photo identification. If you are here on a visa, you will also need to provide those details – a copy of the relevant page from your passport if fine.

We have included a copy of the enrolment form in this pack. But, if you only want to print the form you can find the form only on the website (address is at the top of this page!).

1. Complete the form either by hand, or electronically.
2. Scan your form, photo ID and if required, your visa details.
3. Email these to [enrolments@hhc.co.nz](mailto:enrolments@hhc.co.nz)

If you prefer you can pop in to the center to drop off your enrolment information. If you get stuck, please contact [enrolments@hhc.co.nz](mailto:enrolments@hhc.co.nz) or phone (06) 873 8999.

On receipt of your enrolment documentation one of the team will be in touch to confirm the process is complete, to let you know the name of your GP, which suite they are located in and to invite you in for an appointment.

### Appointments:

When you make your first appointment please let the receptionist know. Initial consultations can take up to 1 hour and cost \$72.

If you are unable to make your appointment, please let the receptionists know in plenty of time. You may be charged for a consultation if you don't turn up and haven't done so.

If you are unable to get an appointment with the doctor you are enrolled with, our Urgent Care department on the ground floor is open from 8:00am – 8:00pm seven days per week. This is a walk in clinic with no appointment necessary. Our Urgent Care fees are displayed on our website.

## Fees

Attached is a sheet explaining our fees to see a doctor in our first floor suites and how the funding works for the Ministry of Health.

The information below outlines the consultation fees for patients registered at The Hastings Health Centre and the Havelock North Centre. It is important for you to understand that there is a delay between the time that you register with your new doctor, and when we receive your government subsidy, which enables us to offer you the Enrolled Funded Patient fee structure (reduced fees).

Hastings Health Centre/Havelock North Centre submits patient data to the Ministry of Health on set dates which in turn affects how long patients have to wait for the subsidy to take effect or in other words, how long you have to wait to become an 'Enrolled Funded Patient' and pay less for your consultation.

**Please note, you will be required to provide proof of eligibility for subsidised medical services i.e. birth certificate, passport, etc.**

If you register today you will not become an Enrolled and Funded Patient until the 1<sup>st</sup> of the next month.

### Charges for a Standard Consultation in General Practice Suites

#### The Hastings Health Centre Consultation Fee Structure – GP SUITES

Age	Regular GP Enrolled without CSC	Regular GP Enrolled with CSC	Not Enrolled with CSC	Not Enrolled without CSC	ACC Surcharge Enrolled/not enrolled with CSC	ACC Surcharge Enrolled/not enrolled without CSC
0 – 5 years	Free	Free	Free	Free	Free	Free
6 – 13 years	Free	Free	\$43	\$43	Free	Free
14 - 17 years	Free(DHB Subsidy)	Free(DHB Subsidy)	\$43	\$43	\$13	\$22.50
18 and over	\$42	\$19.50	\$56	\$72	\$19.50	\$28

CSC discounts only applies to standard 15 minute consultations with regular GP

X-Rays	ACC	ACC Overseas Visitor	Community Referred Non-ACC	Additional Region
	Free	\$32	\$19	\$10 each

Other charges	Suites
Nurse consultation without CSC	\$25.50
Nurse consultation with CSC 18 and over	\$19.50
Nurse consultation with CSC 14-17 Years	\$13
ECG – additional to consult fee	\$46
Negative Pregnancy test	\$25.50
Faxed or phoned prescription within 48 Hours	\$18.50
Faxed or phoned prescription Same day/ urgent	\$23.50

Email / virtual consults/Manage My Health episode resulting in new script, medical advice, a referral or medical certificate being issued, will be charged between \$30-\$35

Effective 1 July 2020

## **Use and confidentiality of your health information**

Your privacy and confidentiality will be fully respected. This 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
- train healthcare professionals
- prepare and publish statistics
- improve government services

### **Confidentiality and information sharing**

Your privacy and the confidentiality of your information is 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.
- This practice is part of the Shared electronic Health Record. This means that when you visit ED, an after-hours urgent care centre, the hospital or other health providers, a summary of your health record may be available for them to look at. This helps make the care you receive safer. If you do not want this to happen talk to your general practice team.
- 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, which has viewed or updated your information.
- Your information will be kept securely to prevent unauthorised access.

### **Information quality**

We're 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're offering a portal so you can register.

## Use of your health information

Following 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.
- Your District Health Board (DHB) uses your information to provide treatment and 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, cervical screening, bowel screening and breast screening programmes), relevant information may be shared with other health agencies.
- The 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.
- The 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's for unpublished research or statistical purposes, or if it's published in a way that doesn't identify you.

## Complaints

It's OK to complain if you're 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, as they can investigate this further.

## For further information

Visit [www.legislation.govt.nz](http://www.legislation.govt.nz) to access the Health Act 1956, Official Information Act 1982 and Privacy Act 1993

The Health Information Privacy Code 1994 is available at [www.privacy.org.nz](http://www.privacy.org.nz). You can also use the Privacy Commissioner's [Ask Us](#) tool for privacy queries.

A copy of the Health and Disability Committee's Standard Operating procedures can be found at <http://ethics.health.govt.nz/operating-procedures>

[Further detail concerning the matters discussed in this Fact Sheet can be found on the Ministry of Health website at http://www.health.govt.nz/your-health/services-and-support/health-care-services/sharing-your-health-information](http://www.health.govt.nz/your-health/services-and-support/health-care-services/sharing-your-health-information)



<b>My declaration of entitlement and eligibility</b> <b>NHI</b>
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<b>I am entitled to enrol</b> because I am residing permanently in New Zealand. <i>The definition of residing permanently in NZ is that you intend to be resident in New Zealand for at least 183 days in the next 12 months</i>	<input type="checkbox"/>
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**AND I am eligible to enrol** because:

a	<b>I am a New Zealand citizen</b> <i>(If yes, tick box and proceed to I confirm that, if requested, I can provide proof of my eligibility below)</i>	<input type="checkbox"/>
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If you are **not a New Zealand citizen** please tick which eligibility criteria applies to you (b–j) below:

b	I hold a resident visa or a permanent resident visa (or a residence permit if issued before December 2010)	<input type="checkbox"/>
c	I am an Australian citizen or Australian permanent resident AND able to show I have been in New Zealand or intend to stay in New Zealand for at least 2 consecutive years	<input type="checkbox"/>
d	I have a current work visa/permit and can show that I am legally able to be in New Zealand for at least 2 years (previous visa/permits included)	<input type="checkbox"/>
e	I am an interim visa holder who was eligible immediately before my interim visa started	<input type="checkbox"/>
f	I am a refugee or protected person OR in the process of applying for, or appealing refugee or protection status, OR a victim or suspected victim of people trafficking	<input type="checkbox"/>
g	I am under 18 years and in the care and control of a parent/legal guardian/adopting parent who meets one criterion in clauses a–f above <b>OR</b> in the control of the Chief Executive of the Ministry of Social Development	<input type="checkbox"/>
h	I am a NZ Aid Programme student studying in NZ and receiving Official Development Assistance funding (or their partner or child under 18 years old)	<input type="checkbox"/>
i	I am participating in the Ministry of Education Foreign Language Teaching Assistantship scheme	<input type="checkbox"/>
j	I am a Commonwealth Scholarship holder studying in NZ and receiving funding from a New Zealand university under the Commonwealth Scholarship and Fellowship Fund	<input type="checkbox"/>

<b>I confirm that, if requested, I can provide proof of my eligibility</b>	<input type="checkbox"/>	Evidence sighted <i>(Office use only)</i>
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<b>My agreement to the enrolment process</b> <b>NB. Parent or Caregiver to sign if you are under 16 years</b>
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**I intend to use this practice** as my regular and ongoing provider of general practice / GP / health care services.

**I understand** that by enrolling with this practice I will be included in the enrolled population of this practice’s Primary Health Organisation (PHO) Health Hawke’s Bay and my name address and other identification details will be included on the Practice, PHO and National Enrolment Service Registers.

**I understand** that if I visit another health care provider where I am not enrolled I may be charged a higher fee.

**I have been given information** about the benefits and implications of enrolment and the services this practice and PHO provides along with the PHO’s name and contact details.

**I have read and I understand** the Use of Health Information Statement. The information I have provided on the Enrolment Form will be used to determine eligibility to receive publicly-funded services. Information may be compared with other government agencies, but only when permitted under the Privacy Act.

**I understand** that the Practice participates in a national survey about people’s health care experience and how their overall care is managed. Taking part is voluntary and all responses will be anonymous. I can decline the survey or opt out of the survey by informing the Practice. The survey provides important information that is used to improve health services.

**I agree** to inform the practice of any changes in my contact details and entitlement and/or eligibility to be enrolled.

<b>Signatory Details</b>	Signature	Day / Month / Year	<input type="checkbox"/>	<input type="checkbox"/>
			Self Signing	Authority

**An authority has the legal right to sign for another person if for some reason they are unable to consent on their own behalf.**

<b>Authority Details</b> <i>(where signatory is not the enrolling person)</i>	Full Name	Relationship	Contact Phone
<b>Authority Details</b>	Legal basis of authority (e.g. parent of a child under 16 years of age)		

Email this, your photo id and visa details to [enrolments@hhc.co.nz](mailto:enrolments@hhc.co.nz) or phone (06) 873 8999