DOs and DON'Ts

DO:

- Uphold CCDHB privacy and security procedures and policies
- Protect your user ID and passwords
- Make sure areas where health information is stored are secure. Lock filing cabinets and unattended rooms.
- Position your work station to prevent casual viewing of confidential information
- When you leave your chair, log out of your computer or use a password protected screen saver
- Keep whiteboards which show patient details away from public areas
- Discuss any security or privacy issues, problems or concerns with your manager or the Privacy Officer
- When faxing, phone before you send it to make sure it's picked up immediately
- Programme fax machines with frequently dialled numbers to minimise the risk of incorrect dialing
- Cover all patient files during transit

DON'T:

- Share or reveal your password to others
- Look up health information about your family or friends or even yourself, without going through the proper procedures
- Access, use or disclose information outside of what is required to perform your job
- Collect or discuss patient information in public areas
- Send confidential information via email

Monitoring

CCDHB monitors all access to information systems and computers.

If you breach DHB policies, you can have your access to health information taken away. Disciplinary and legal action will be taken against you.

Resources

Privacy Act 1993 - available at www.legislation.govt.nz

Health Information Privacy Code (HIPC) 1994 - available at www.privacy.org.nz

Privacy Policies - available on CapitalDoc

- Health Information Privacy
- Confidentiality
- Disclosure of Information to Police
- Internet use
- Security Access Agreement
- Disciplinary policy
- Use of email and texting
- Electronic portable devices that share information

Codes of professional conduct CCDHB Code of Conduct

Public Records Act 2005 - available at www.archives.govt.nz

Patient Information Services

For patient enquiries and requests for file copies

Phone ext 82637, fax 5812

Privacy Officer

For staff and patient enquiries, education and complaints

Phone ext 82252, fax 5908

The Health Information Privacy Code (HIPC)

A guide for CCDHB employees



Safeguard against:

- Loss
- Unauthorised access, use, modification, disclosure

Where possible collect from the individual patient

why the information is being collected

and explain:

- consequences of not supplying information
- who the intended recipients are
- whether mandatory to supply information
- rights of access and correction

Information can be withheld where it would:

- involve unwarranted disclosure of third party information
- prejudice mental/physical health of an individual
- be contrary to interests or wishes of a child under
 16 (where the parent is requesting the information)

Staff can:

- agree
- refuse with reasons and inform the patient of the right to complain to the Privacy Commission
- suggest an alternative solution such as attaching a corrections statement to file

Storage and Security

Protect health information

Collection

Collect only information

that is necessary to

provide health care

Disclosure

Health information may

be disclosed with the

authorisation of the individual

Access

Individuals may access their own health information

The Health Information Privacy Code (HIPC)

Use

There are limits on the use of health information

Correction

Individuals may request correction to their own information

Accuracy

Information must be checked for accuracy before use

Retention

Health information must not be retained for longer than lawfully required

Before using health information, make sure it is:

- accurate
- up to date
- complete
- relevant and not misleading

Health information must be retained for a minimum of 10 years or as otherwise defined in the Health Regulations or Public Health Act

You may disclose without an individual's authorisation if:

- it is for one of the purposes for which the information was obtained or a directly related purpose
- it is necessary to prevent a serious and imminent threat to public health or safety of the life of the individual or others
- a child is under 16, we can disclose information to their parents (there are exceptions to this)
- it is necessary for legal proceedings or the prevention, detection and investigation of offences
- the patient is unconscious or incompetent and has a representative e.g. enduring power of attorney
- Enactments authorise or require disclosure, e.g. Children, Young Persons and their Families Act 1989

Health information obtained for one purpose cannot be used for any other purpose unless:

- individual authorises another use
- purpose is directly related
- information sourced from publicly available publication
- · information anonymised
- information for research purposes
- information required for court proceedings