

## What will my information be used for?

Some information like your NHI (National Health Index) number may be used for health audits of the Collaborative Care Programme or for health services planning. We will not allow information that might identify you personally to be shared in any of these reports or audits.

## What do I do if I'm not happy about the way the Collaborative Care Programme is working?

Everyone using a health or disability service has the protection of a Code of Rights. You are welcome to let anyone in your health care team know how they can improve your health care. You can make a complaint in the way that is easiest for you – verbally (in person or by telephone) or in writing (letter, email etc.). You can give your complaint to:

- The person or people you are complaining about
- A person in the organisation responsible for receiving complaints (e.g. the complaints officer or privacy officer)
- An advocate
- The Health and Disability Commissioner.

You can also talk to your General Practice team about your concerns.

## Can I change my mind about my decision to be part of this programme?

Yes. You can change your mind and decide to withdraw from the Collaborative Care Programme. Your health information will be held in a secure location and will not be able to be viewed without your permission.

You can also decide to be part of the Collaborative Care Programme if you have previously declined and now changed your mind. Just talk to your General Practice team and they can discuss this with you further.

## Security

Under New Zealand privacy law, health professionals are allowed to share your health information between them when necessary.

Every person who accesses your health information can be identified and there are strict rules around who can access it and why.

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## Contacts

For information about enrolling in the Collaborative Care Programme or if you have any questions, talk to your General Practice team or visit [www.healthinfo.org.nz](http://www.healthinfo.org.nz).



**SUPPORTING YOU TO MANAGE  
YOUR HEALTH**





## What is the Collaborative Care Programme?

The Collaborative Care Programme supports people with complex health conditions to work together with a range of health providers to plan how their health care is delivered. These providers may work with you at home, or in hospital.

You will be able to work with your health care team to develop your own goals and plans regarding your health.

## Who is responsible for the Collaborative Care Programme?

The Canterbury Clinical Network (CCN). This network is a collective alliance of healthcare leaders, professionals and providers from across the Canterbury health system.

## What are the benefits of the Collaborative Care Programme?

### Coordinated healthcare

You and your healthcare team can arrange what services will support you in keeping well, and ensure you get the right care when you need it.

- Messages about your health can be sent between healthcare providers to make sure actions are completed when they are needed.
- You will not have to repeat your history or remember your health information every time you see a member of your healthcare team because this information will be available to them to view straight away.

## What information will be shared?

Health information that may be shared includes:

- Your medical diagnosis
- Some health notes from your doctor
- Some assessments
- Your health plan and goals.

## How will this information be stored?

If you become part of the Collaborative Care Programme, some of your health information may be stored on a secure electronic platform. It is then available to your health care team, and allows you, and the team, to share information and coordinate your on-going care.

## Who will view my information?

Your information may be viewed by:

- Doctors
- Nurses
- Allied Health professionals: Pharmacist, Physiotherapist, Occupational Therapist, Dietitian and Speech Language Therapist
- Other health workers as appropriate.

## How long will my information be on the system and how can I make sure it is accurate?

Your information will be held on this system for a minimum of 10 years and we must follow the requirements of the New Zealand Health Information Privacy Code (1994). This means you can always:

- See any information about you that is on the system.
- Ask for any information about you to be corrected, or ask for a statement of corrections to be included in your record.

Usually your family doctor or nurse at your General Practice is the best person to review and discuss your health information with you.

