

TE PUKE MEDICAL CENTRE

Indici Patient Portal: Privacy Policy

This policy is specific to Te Puke Medical Centre's Indici Portal.

1. What is the Indici Patient Portal?

Indici Portal is the patient web-based tool utilised by Te Puke Medical Centre. It allows patients to:

- Book, check and change appointments
- Order repeat prescriptions
- View, edit or update personal contact information
- View the name of the referring doctor, date when referred and the status of the referral
- Make entries into the medical record such as progress notes or details of response to treatment
- Communicate securely with the practice to ask questions on administrative matters, general questions about services provided or to submit feedback, suggestions for improvement or testimonials on the care provided
- View a log of individuals who have accessed their medical record by date and time

Te Puke Medical may not activate the use all of the above.

2. What is Indici?

Indici was born in 2017 from a ground-breaking collaboration between Valentia Technologies and the Pinnacle Midlands Health Network. The aim was to provide a practice management system based 100% in the cloud and designed specifically to support joined up healthcare and progressive treatment models. Te Puke Medical Centre uses Valentia Technology software for electronic health records, practice management and for My Indici Patient Portal. Software products used are:

- Indici: the electronic medical records and practice management software
- MyIndici 2.0: the Patient web portal software

3. Access

Valentia Technologies recognises and respects your privacy when you use the MyIndici Patient Portal. We will use your personal information only for the purposes for which it is collected. By providing your personal information to us, you agree that we may use it for these purposes only. You may withdraw your consent to these uses, but if you do, we will not be able to continue providing the services.

4. Why We Collect Personal Information

We only collect and use your personal information (e.g. name, date of birth, email address) for the following purposes:

- To confirm your identity when you register for the MyIndici Patient Portal
- To deliver the services that you have requested
- To manage your account and provide you with customer support

Your e-mail address will only be used to send important service messages, information about new services or changes to the services.

5. Disclosure of Your Personal Information

We do not disclose your personal information to anyone; except if in accordance with a legal obligation under a warrant or court order.

Your MyIndici Patient Portal personal information is not stored or sent outside New Zealand.

6. Who has access to my personal health information?

Access is restricted to Te Puke Medical Centre, its staff and medical associates. Everyone with access is bound to a confidentiality agreement and may only access information in the course of their work associated with Te Puke Medical Centre. The MyIndici Patient Portal provides a log of anyone accessing your medical record by remote means.

7. What personal health information is shared?

Any information shared for research purposes beyond those with access is first depersonalised (i.e. any information that uniquely identifies you is removed or scrambled) so it cannot be traced to you. Shared information may include health history, metrics (e.g. pain surveys) and results entered by you.

8. How long do you retain records?

Te Puke Medical Centre retains electronic medical records for a minimum of 10 years.

9. Control of Your User Name and Password

You are responsible for protecting your User Name and Password and any actions taken with them. Do not share your User Name and Password with anyone. For your protection, MyIndici Patient Portal may require a change of your Password periodically. If you suspect that your Password has been compromised, for any reason, you should change it immediately.

Select a Password that is meaningful to you but not obvious or easy to guess. Unsecure passwords would include your birth date, phone number or similar information about your family. Do not write down your User Name and Password, store it in a file on your computer or permit anyone to observe you entering your User Name and Password. You can change your Password at any time.

10. How can my personal information be corrected?

Personal contact information can be modified directly by you. If you notice other errors on your medical record, please inform staff at Te Puke Medical Centre by telephone on 07 573 9511. If the information pertains to clinical information on your medical record, please make an appointment with your doctor to discuss this.

11. Security of Your Personal Information

MyIndici uses safeguards to protect your personal information against loss or theft and unauthorised access; including when transferred between your computer and our server. Your access to the Accession Patient Portal website is a secure connection. For additional protection, after 3 unsuccessful login attempts a user will be locked out and the website will automatically log out after 10 minutes of inactivity.

12. Cookies

Cookies, small files placed on your hard drive, are used by the Accession Patient Portal but do not contain any personal information and we remove them when you end your session on the Accession Patient Portal website.

13. Changes to the MyIndici Patient Portal Privacy Policy

From time to time we may update the MyIndici Patient Portal Privacy Policy. We recommend you routinely check Te Puke Medical Centre's website at www.tepukemedicalcentre.co.nz or request a copy from the practice staff.

14. Questions, Concerns and Complaints

For additional information about the MyIndici Patient Portal's privacy policies and practices please see Te Puke Medical Centre's Privacy Policy online at www.tepukemedicalcentre.co.nz or request a copy from the practice staff.

If you have any questions or concerns regarding the handling of your personal information, please contact us on 07 573 9511. You may also forward your privacy concerns directly to the Office of Privacy Commissioner at www.privacy.org.