

YOUR MEDICAL RECORDS

- Your health information is collected in order to provide appropriate care and treatment for you and for administration purposes.

We undertake to:

- Treat all your information confidentially and store it securely.
 - Give you access to, and respond to your request that corrections be made to information in your records.
 - Respond to your complaint if your privacy has not been maintained.
 - Keep your records for 12 years after your last episode of care. After this time the records are available for you to keep.
- Children have the right of access to their own health information, once they have reached an age of sufficient understanding (age will vary with maturity).
 - The Health Act and other Legislation allows some Government Departments to request and be given specific information without your knowledge or consent. This information is released at the discretion of Taranaki District Health Board and their Privacy Officer.

HEALTH AND DISABILITY COMMISSIONER

PO Box 1791
Auckland

Ph: 0800 11 22 33
Fax: 09 373 1061

PRIVACY COMMISSIONER

PO Box 466
Auckland

Ph: 0800 803 909

CUSTOMER SERVICES/PRIVACY OFFICER

Taranaki District Health Board
Private Bag 2016
New Plymouth

Phone : 06 753 6139
Extn. 8825 or
DDI:06 753 7832
Fax: 06 753 7770
Email: customer.services@tdhb.org.nz



TARANAKI DISTRICT HEALTH BOARD

Your Rights and Responsibilities as a customer of Taranaki District Health Board Services

"Whanau Whanui"

*If you need an interpreter,
please ask the staff*

Your Rights and Responsibilities

When receiving services from:

TARANAKI DISTRICT HEALTH BOARD

You have the right to:

- Be treated with **respect (Mana)**. This includes respect for your culture, values, beliefs, and your right to personal privacy.
- **Fair treatment (Manaakitanga)**. No one should discriminate against you; pressure you into doing something you do not want or take advantage of you in any way.
- Services that are provided in a way that supports your **dignity and independence (Tū Rangatira Motukake)**.
- Receive care that meets legal, ethical and professional standards (**Tautikanga**). All those involved in your care will work together to provide quality and continuity of services.
- **Communication (Whakawhitiwhitinga Whakaaro)** and to be listened to. Information should be given in a form, language and manner that you can understand.
- **Full Information (Whakamōhio)**.
 - to have your condition explained to you and be told what your choices are and the possible benefits and risks.
 - to know the name, position and role of any staff involved with your care.
 - to take part in decisions about your care and treatment.

➤ **Choice and Consent (Whakaritenga Mōu Ake)**. You can -

- Say no or change your mind at any time without it affecting your care.
- Refuse treatment if you choose to (sometimes this right may be limited by law).
- Give written or verbal consent before any treatment procedure or surgery is carried out.
- Give consent before involvement in any research or teaching session (research consent must be written).
- Have support person(s) (**Tautoko**) of your choice present.

➤ Have all the above apply when taking part in **teaching and research (Ako Me Te Rangahau)** situations.

➤ Make a verbal or written complaint. You can make a **complaint (Amuamu)** by -

- talking to the person caring for you or the Nurse Manager of the ward or department.
- talking to the Customer Services Officer on 06 753 6139, extn 8825
- talking to the independent Advocacy Services of ADNET on 06 759 2111 or 0800 11 22 33.

The staff of Taranaki District Health Board are:

Committed to working in partnership with you to achieve the best possible outcome for you.

IT IS EXPECTED THAT YOU WILL

- Be involved in your treatment and care whenever this is possible
- Inform us if you do not wish your GP to know that you are receiving hospital treatment.
- Inform us if your rights are not being considered.
- Be sensitive to the needs of other patients and respect their privacy, keeping in confidence any information you hear about others.
- Respect the Doctors, Nurses and other staff who are looking after you.
- Provide us with all information that could assist with your care and treatment.
- Be responsible for your personal property. **Taranaki District Health Board does not take responsibility for the loss of patients' property.**