

University of Waikato Student Health Service Hauora Ākonga

Privacy and Confidentiality Statement

Responsible Service: Student Health Service	Facilitator: Associate Director, Student Health Service	Sponsor: Director, Student Services and Pastoral Care
Last review date: 27 May 2025 Next review date: 27 May 2027		

Introduction

The Student Health Service (SHS) follows the New Zealand Health Information Privacy Code (2020). You can read the full text of this at the [Privacy Commissioner website](#).

All Student Health Service staff, visiting staff and trainees are required to sign a confidentiality agreement.

Student Health Service staff include General Practice, Mental Health and Wellbeing, Violence Prevention, Health Promotion, and Administration staff.

Health and wellbeing information provided to the Student Health Service is not available to academic staff or other University of Waikato staff. The only exception is that information contained in medical certificates, academic letters or Special Consideration Applications provided to other University of Waikato staff with your consent.

Your information is stored electronically using a secure Patient Management System (Indici). Access to this information is limited to staff of the Student Health Service involved in your care, including contracted or locum staff.

What is health information?

As your healthcare provider, the University of Waikato Student Health Service, who is a Primary Healthcare Organisation (PHO), collects a range of patient information to support service delivery. The University of Waikato Student Health Service Tauranga contracts out its' medical services to a range of PHO General Practices in the Bay of Plenty. The type of information collected can include:

- Patient's National Health Index (NHI) number
- Patient's internal practice identifier
- Identifiable data such as patient's name, date of birth and address
- The details of the doctor or other practice staff member(s)
- Clinical or health information to support the service and/or claim

We will directly seek patients' permission to comply with restrictions and best practice when sending health and demographic information outside of your general practice to the PHO and other agencies such as Te Whatu Ora or Manatū Hauora.

What is your information used for?

This service is bound by the Health Information Privacy Code (2020). We are required to inform you of what happens to the information we collect about you. The Code is available on the Privacy Commissioner's website.

We may need to share some health information about you with others, including university staff where we determine that the disclosure of this information is necessary to prevent or lessen a serious threat to:

- public health or public safety; or
- the life or health of you or others.

In addition, the university has pastoral care obligations to all our students, and we are required to comply with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice. To support the health, wellbeing and safety of you and other members of the university community, we may need to share some health information.

Information will always be shared if there are concerns about a child or young person, unless it poses a risk to the child or young person.

If we do need to share your health information with others:

- where possible, we will share only anonymous information that does not identify you
- if we need to identify you, we will contact you in the first instance and explain why we need to share the information
- we will share the minimum amount of information necessary to meet our objectives
- we will only ever share information with the people or agencies who really need to see it.

There are also instances where we may be required to share your health information with:

- other healthcare providers with a legitimate role in your care, such as specialists, public hospital clinicians, after-hours clinics, pharmacists and paramedics.
- Te Whatu Ora, the Ministry of Health or the local PHO, if we are required under regulation or contract to provide this information, for example, where we receive funding for administering vaccinations or for human papillomavirus (HPV) Screenings, or where we can claim a subsidy for you for providing General Medical Services (e.g., if you have a community service card)
- other health organisations, to be used in a non-identifiable manner for health statistics to assist with health funding

- your family/whānau, where you have authorised this or in accordance with accepted medical practice
- your health insurer, where you have authorised this as part of your claim process
- insurance companies to ascertain medical, life or disability cover for you - you consent to this when you sign the application for the policy
- ACC, where your treatment is provided as part of an ACC claim
- the National Public Health Service (e.g., reporting infectious diseases)
- the coroner (e.g., if a death occurs and appears to be accidental or if the probable or likely cause of the death is unknown)
- legislative Committees (e.g., Child and Youth Mortality Review Committee)
- in the event of an emergency or serious threat to health or safety, Police, medical or hospital personnel, civil emergency services, your legal representative or nominated emergency contact person, or any other person assessed as necessary to respond to the emergency
- for you to obtain financial benefits under the health and social welfare systems
- for the practice to provide you with pharmaceutical, laboratory, and diagnostic services
- cervical screening test results, previous screening history to the Cervical Screening Register via the Laboratory with your consent, Aotearoa Immunisation Register (AIR), BreastScreen Aotearoa
- the New Zealand Intensive Medicines Monitoring Programme (IMMP) for patients on medicines in this programme
- medicines Adverse Reactions Committee for patients with a significant drug reaction
- for statistical, monitoring and service quality-improvement purposes. This information will be used only in a form that does not identify individuals. From time to time, we may use non-identifiable client information for ethics-committee-approved research purposes.

Access to electronic health and wellbeing notes

These can be accessed by all Student Health Service staff, including contracted or locum staff, however:

- no member of the staff is permitted to browse without proper reason, and
- all staff and trainees sign confidentiality agreements.

Access to your own notes

You are able to request copies of your own notes. We require proof of identity for this. This may be in the presence of a health professional in case there are items that require clarification or interpretation.

If you believe there are any incorrect entries, we are able to annotate your file to this effect. We do not, however, delete any data in this circumstance except in the case of some other person's medical information wrongly entered in your file.

Contact medcent@waikato.co.nz for more information.

Disposal and retention of notes

Health and wellbeing notes that exist as hard copy files are scanned into your medical notes.

Electronic clinical files are 'inactivated' when a student advises they have left our care, or if it becomes apparent that they will not be attending us again due to leaving university, going overseas etc., but remain retrievable within the system for 10 years should they be required (per the Health (Retention of Health Information) Regulations 1996).

Redundant Health Information, e.g. copies of letters or results which have been filed electronically, are destroyed by the university confidential document disposal contractors.

Transfer of notes

When you leave the university Student Health Service, we are able to transfer your medical file to your next general practice. All notes are transferred unless marked confidential by the practitioner. We do not transfer any notes to other parties without your consent unless there is a legal requirement to do so.

Communication

We utilise the following means of communication with service users: letters, text, phone calls and email. In all cases we strive to be discreet if messages are left.

If in doubt, talk to us

If you have any concerns about privacy and confidentiality or would like more information about these topics, please speak to your health professional or the Medical Director, Clinical Manager Mental Health and Wellbeing, Clinical Nurse Manager, or Associate Director Student Health Service.