

Clinic Information

We hope you will benefit from our services. Please let us know if you have any comments on the way we provide your care.

Clinic Hours:

8am to 5.30pm Mondays to Fridays

For urgent advice after hours please contact your GP

FEES:

Initial Appointment

- \$80.00 (\$30.00 ACC)

Follow-up Appointment

- \$75.00 (\$30.00 ACC)

Other fees may apply. Price subject to change. See reception for details.

All charges are payable by cash, EFTPOS or credit at the end of each treatment.

A surcharge may apply for credit transactions including contactless payments.

INFORMATION ON PRIVACY AND PATIENT RIGHTS

Please read our **Privacy Statement** and the **Code of Rights below**. (also available in the clinic).

Please ask the physiotherapist any questions you have.

You are entitled to bring along to your treatment family /whanau or an advocate if you wish.

If you need an interpreter please let us know.

If you have any particular needs please inform the physiotherapists.

MATERIALS

Materials such as strapping tape, bandages, acupuncture needles braces and supports will incur an extra charge, but this will be discussed at the time by your physiotherapist.

FAILED ATTENDANCE OR LATE CANCELLATION

A fee of \$40 will be charged per visit missed. We understand that the unplanned may happen but your physiotherapist is not reimbursed unless you attend your appointment so please give us at least **4 hours notice** in normal circumstances.

SCOPE OF PRACTICE

We are qualified to manage and prevent musculo-skeletal conditions using manual therapy, acupuncture, exercises, and electrotherapy. We do not offer services for neurological problems, serious respiratory diseases, or serious uro-gynaecological problems.

ACC AND WORK ACCIDENT ENTITLEMENT

We are able to complete an ACC form in relation to any specific event that caused your injury. For work related overuse injuries, you will need to consult your GP for an ACC Form.

If ACC do not accept your claim you will have to pay the private charge per visit.

Confirmation of acceptance can be gained by phone within 24 hours of lodging a claim.

Some large employers have another agency manage their work injuries. If you sustained a work injury you will need to inform your Employer/HR department. They will inform you of the name of the Agent with whom we will liaise in regard to your treatment. Please let us know this information immediately.

INFORMATION

We ask you to fill out a form with your personal information. This is for our records and our administrative systems. The medical information is held in accordance with the Privacy Act (2020) and the Health Information Privacy Code (2020). You have a right to access your information. We may also discuss your health information with the referring agent such as your doctor or your claim case manager. Please inform the physiotherapist if you are not in agreement with this. Please see our **Privacy Statement** for full details.

COMMENTS & COMPLAINTS

If you wish to make a complaint or comment on our service there is a form available in reception for you to fill out (this can be done anonymously if you wish) or you can phone the Operations Manager on **021 1263 238**. Once a complaint is received, we will review it. You will be fully informed about the resolution process.

You are also able to complain to the Privacy Commissioner regarding privacy and health information issues, and the Health & Disability Commissioner regarding your patient rights.

The local patient advocate number is (09) 408 0006.

Bodyworks Physiotherapy & Wellness

Privacy Statement

consent

We need your consent (**Written Consent**) to collect, store, and distribute your health information.

- This consent must be in writing, and
- Be informed (we must tell you what we are doing and why), and
- Must be used only for an appropriate reason.
 - An appropriate reason is to support the provision of health services where the information is necessary and appropriate to the condition we are treating.
- Injury Prevention, Rehabilitation, and Compensation Amendment Act (No 2) 2005
- liaise with other health professionals and organisations
- ensure that we are treating the right person for the right condition
- protect your rights as a health service consumer
- protect our rights as health service providers
- use this information for marketing and promotion purposes
- use this information for service cost recovery

Information is only collected from 3rd parties if you give us consent (**Verbal Consent**) to do so.

types of personal information

We collect personal information from you, including information such as your:

- name
- date of birth
- contact information
- family contacts
- location
- interactions with us
- billing or purchase information
- health history
 - Appropriate to your reason for interacting with us and only with your consent
 - **Verbal consent**
- NHI Number.
 - It is not necessary to provide your NHI number
 - We will only use your NHI number to confirm your records with other health service providers such as your Doctor or ACC.
 - We do not use your NHI number for any other purpose
 - We do not use it to identify you in our records.

sharing your information

Besides our staff, we share this information with:

- other health service providers, insurers, and support providers in order to comply with New Zealand law.
- other health service providers, insurers, and support providers in order to ensure you receive the appropriate health care services from ourselves and those to whom we may refer you.
- we will only ever disclose your information with an organisation or a person outside of New Zealand with your written consent
- other health service providers, insurers, and support providers in order to ensure continuity of care.
- a debt collection in order to recover unpaid service fees and other costs.
- we will only share your health information with others if you have given us your **Written Consent** to do so.
 - You may ask to review this information before we send it.
 - The health information (medical report) will not be edited or altered in anyway before it is sent.

why we collect information

We collect your personal information in order to:

- provide you with appropriate health services
- comply with New Zealand Law
 - Code of Health and Disability Services Consumers' Rights 1996
 - Health Practitioners Competence Assurance Act 2003
 - Health (Retention of Health Information) Regulations 1996
 - Allied Health Sector Standards NZS 8171:2005
 - Standards New Zealand Health Records NZS 8153:2002
 - Privacy Act 2020
 - The Health Information Privacy Code 2020

your choice in providing information

Providing some information is optional. However,

- if you choose not to provide your personal information, including contact details, we will be unable to provide you with health services.
- if you choose not to provide **Written Consent** for us to access your health information, we will be unable to provide you with health services.
- you need to remember that you may have given another agency your consent to provide your health information to 3rd parties on request.
- we may make a request for your appropriate health records (or information) from a 3rd party.
 - these records may include,

Bodyworks Physiotherapy & Wellness

Privacy Statement

- x-rays or other radiological investigations and reports,
- existing treatment reports from other health service providers,
- condition (injury) reports from insurers or other fee payers.
- we may be unable to provide you with appropriate health service without this information.
- Our systems are password protected and our data is backed up to 'cloud' servers.

the lifetime of your data (health records)

viewing or correcting the information

- you have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong.
 - we will correct personal information or grammatical errors only.
 - we will not alter any health (medical report) information unless the information was submitted by a 3rd party and has proved to be incorrect.
- if you would like to ask for a copy of your information, or to have it corrected, please contact us at bodyworks@bwk.co.nz, or 09 4074288, or 2/7 Homestead Road, Kerikeri. 0230.

- The Health Information Privacy Code says that health agencies should not keep medical information for any longer than they have a lawful purpose for using that information.
- The Health (Retention of Health Information) Regulations 1996 say that health agencies **must** keep any health records they hold for a patient for 10 years (plus 1 day) from the last time they provided services to that patient.
- At the end of this period, any paper record we hold is destroyed under controlled conditions by a registered document destroyer!
- Electronic records are a bit more problematic and there is no clear guidance in law or regulation on their disposal other than being safe and secure.
- When necessary, our hard drives are soaked in salt water, destroying the hard disk and any data on them.
- At other times, our electronic records are protected by passwords, remote off-site storage, and back-up.

your information is secure

- The information we collect from you and/or other parties and the information that is generated by us during the course of your interaction with us, is stored in our computer system, Gensolve.
- "Gensolve understands that the protection of your patient and practice management data is paramount. This is why our cloud solution uses a multi-tier security model that ensures all data is encrypted, compressed and stored in a manner that passes the most stringent security audits." (<https://www.gensolve.com/cloud/>)

If you have a privacy issue or you consider we have not adhered to the requirements of the Act or the Code, please contact me at mark@bwk.co.nz or the Privacy Commissioner at <https://privacy.org.nz/your-rights/making-a-complaint/>

Code of Health & Disability Services- Consumer Rights

Code of Health and Disability Services Consumers' Rights Regulation (1996)

As a provider of health services, we must take all reasonable actions to comply with this code.

Your rights as a Consumer of Health Services

- ✓ The right to be treated with respect.
- ✓ The right to be treated fairly.
- ✓ The right to dignity and independence.
- ✓ The right to have good care and support that fits your needs.
- ✓ The right to be told things in a way that you understand.
- ✓ The right to be told everything you need to know about your care and support.
- ✓ The right to make choices about your care and support.
- ✓ The right to have support.
- ✓ The right to decide if you want to be part of training, teaching or research.
- ✓ The right to make a complaint.

If you have an issue please contact me at mark@bwk.co.nz or contact the HDC at

<https://www.hdc.org.nz/making-a-complaint/>

Important Contacts

Fizzio Limited – Privacy Officer – Mark Blakelock – mark@bwk.co.nz

Privacy Commissioner - enquiries@privacy.org.nz

Health & Disability Commissioner - hdc@hdc.org.nz