

Telehealth – Your Rights **Information for Patients and Whānau** Creating new opportunities to connect with whānau

What is Telehealth?

Telehealth is a new option for patients and whānau to connect with their healthcare team from home via phone or video.

A Telehealth appointment may not be suitable in the following situations:

- When your healthcare plan requires there to be a physical examination
- If your healthcare professional believes that an in-person appointment would be more beneficial for you
- If you are not currently living in New Zealand
- When you don't have a stable internet or phone connection. In these cases, we will discuss with you other suitable options.

Your rights

We are committed to ensuring the treatment provided to you meets the Code of Health and Disability Services Consumers' Rights, the Health Information Privacy Code and the Te Whatu Ora – Health New Zealand policies and protocols.

You are welcome to have a support person present for the appointment. Please advise your healthcare team when support people are attending.

More information about the Code of Health and Disability Services Consumers' Rights and the Health Information Privacy Code can be found online. Follow the links below or ask your healthcare team for a brochure.

- The link to the code is here: Health and Disabilities Services Consumers' Rights: <https://www.hdc.org.nz/your-rights/about-the-code/code-of-health-and-disability-services-consumers-rights/>
- Health Information Privacy Code: <https://privacy.org.nz/privacy-act-2020/codes-of-practice/hipc2020>

Privacy and confidentiality

We know that sometimes people find it helpful to record their appointments.

Protecting the privacy of all appointment participants is important to us. Recording your appointment without the consent of all participants may result in your appointment being ended.

Please let your clinician know if you would like to record your appointment.

Should you become unwell, or a medical event occurs during the telehealth appointment, the health professional in consultation with your support person will contact emergency services and provide your location.

Information from your appointment

A record of the notes from your Telehealth appointment will be held in your clinical file. A summary of the information discussed in this appointment will be sent to you, and a copy will be provided to your GP. *Please advise the best way for us to send you your summary.*

Backup plan

In the event of a technology failure or poor video quality, your healthcare professional will contact you by phone to either try to continue the appointment or arrange a new appointment.

Please let us know if there are any parts of the plan or next steps that you are unsure about. We will ensure that information is provided in a way that is acceptable to you.



Ngā Tātai Ihurangi

Creating new opportunities to connect with whānau

Version: 1.0

Document owner: Telehealth Project Support Specialist

Authoriser: Telehealth Programme Manager

Identifier: CD06624

Last updated: Mar 2023

Next review: Jan 2026

Sighted by: Northland Health Consumer Council

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