

## Privacy Statement

### *HE WHAKATAUNGA MŌ TE MANA NOHO TAPU O TE TANGATA*

- ⇒ Information about you will be collected and retained by Lakes DHB.
- ⇒ This information will be used in monitoring and providing ongoing health services for you.
- ⇒ You have a right to see your personal information and in certain circumstances you may correct personal information held by Lakes DHB
- ⇒ Lakes DHB may disclose information to other people/agencies providing health, disability or financial support to you, to enable continuity of healthcare.
- ⇒ Information will be shared with your preferred contact person unless you indicate otherwise.
- ⇒ At times, Lakes DHB may have a statutory or ethical obligation to disclose relevant information about you.

If you consider privacy of your personal information has been breached, please do not hesitate to contact:

**Quality and Risk Team**, Lakes DHB

Phone 343 7735, or email [feedback@lakesdhb.govt.nz](mailto:feedback@lakesdhb.govt.nz)

You have the option of contacting the Health and Disability Commissioner or the Privacy Commissioner if you believe your rights have been breached.

### Health and Disability Health and Advocacy Services

Rotorua Ph 07 349 0182

Taupo Ph 07 386 5207

### Health and Disability Commissioner Advocate

Phone 0800 112 233

Email [advocacy@hdc.org.nz](mailto:advocacy@hdc.org.nz)

### Privacy Commissioner

Phone 0800 803 909

Email [enquiries@privacy.org.nz](mailto:enquiries@privacy.org.nz)

## Statement of Rights and Responsibilities

*He Whakataunga mō Ngā Tika  
me Ngā Kawenga Mahi*

**For all persons  
who access  
Lakes DHB's  
health care services**

*Mō ngā tāngata katoa e whai oranga ana i  
ngā ratonga hauora ā te*

*Pōari Hauora-ā-Rohe o Ngā Moana*



## Rights

### NGĀ TIKA

#### Right One...

You have the right to be treated with respect. This means:

- ⇒ *To be listened to*
- ⇒ *To be treated kindly by people*
- ⇒ *To have people understand that you have your own beliefs and ideas*
- ⇒ *To have your privacy respected*

#### Right Two...

You have the right to be treated fairly. This means:

- ⇒ *You should be treated the same as other people*
- ⇒ *People should not abuse or take advantage of you*
- ⇒ *You should not be made to feel you have to do things you don't want to do*

#### Right Three...

You have the right to dignity and independence. This means:

- ⇒ *The care and support you get will make you feel you are being well treated*
- ⇒ *The service should help and support you to do as much for yourself as you possibly can*

#### Right Four...

You have the right to support and care that suits you. This means:

- ⇒ *All the services and support you are given should be right for you and be well done*
- ⇒ *People will work together to help you*
- ⇒ *People will check that services are right for you*

#### Right Five....

You have the right to be told things in a way you understand. This means:

- ⇒ *People will talk to you in a way you understand*
- ⇒ *People will use different ways to explain things to you e.g. pictures, writing and sign language*
- ⇒ *People will answer your questions truthfully*

#### Right Six...

You have the right to be told about your health or disability. This means:

- ⇒ *People will tell you what they are going to do and why they need to do it*

#### Right Seven...

You have the right to make choices about your care and support. This means:

- ⇒ *Things will be explained so you can make choices*
- ⇒ *Someone will explain to you what will happen for each of the choices you can make*
- ⇒ *Sometimes other people will help you make your choices*
- ⇒ *People will stop you making choices that are dangerous or will hurt others*

#### Right Eight...

You have the right to support. This means:

- ⇒ *You are allowed to have someone with you when you get care and support.*

#### Right Nine...

You have rights when you are part of training, teaching or research. This means:

- ⇒ *No one will take or use information about you without you knowing*
- ⇒ *You will be treated the way all New Zealanders are treated if they are involved in research*
- ⇒ *You will be given information if you are asked to be involved in training or research, so you can decide if you want to take part*

#### Right Ten...

You have the right to make a complaint. This means:

- ⇒ *You can complain if you are unhappy with the care and support you receive*
- ⇒ *People must listen to your concerns, worries or complaints*
- ⇒ *If people do not help you with your complaint, there are other people you can contact*
- ⇒ *People will tell you what they will do about your complaint*

## Statement of Responsibilities

### HE WHAKATAUNGA MŌ NGĀ KAWENGA MAHI

As a patient or visitor to Lakes DHB health services we ask that you:

- ⇒ Treat all others with respect, courtesy and consideration
- ⇒ Comply with instructions from staff at all times to ensure patients, visitors and staff are kept safe
- ⇒ Respect the need for patients to have sufficient time for recovery by keeping to our visiting hours of  
**11am -1.30pm and 4pm - 8pm**
- ⇒ Ensure all children under 14 years visiting the hospital must be supervised by an adult for their own and others' safety
- ⇒ Ensure you are free from infection to avoid passing on the infection to patients
- ⇒ Only use cell phones outside clinical areas. Clinical areas have a number of electronic monitoring devices and use of cell phones can cause interference with the equipment
- ⇒ Patients and support people - turn off your cell phones between the hours of 8pm and 7am so patients may rest undisturbed
- ⇒ For your safety and support or to meet professional guidelines, Lakes DHB may request that a third party to be present during examinations/interviews
- ⇒ Let our staff know if you no longer require or wish to receive our services
- ⇒ Respect that Lakes DHB is a smokefree site. If you would like help to stop smoking either as a patient or visitor, please ask to be referred to the smokefree co-ordinator
- ⇒ Respect that gang patches and paraphernalia are not permitted on any Lakes DHB site
- ⇒ Respect that people in possession of or under the influence of illegal drugs or alcohol will be required to leave the premises unless urgent medical care is required
- ⇒ Please treat the DHB's facilities and equipment with care
- ⇒ Please return any DHB equipment immediately, when no longer required