

REFERRAL INFORMATION FOR PATIENTS

“Why do I need to read this?”

Whenever doctors and nurses need to arrange for you to see another health professional (such as doctors, physiotherapists, midwives, etc.), we write a “referral”, which introduces you to the other person and explains why we’re sending you to them.

In this flyer we explain a change to the way we refer you to those involved in the planning, organising and delivering of your health care. ”



What’s changed?

In the past, we wrote a letter, which was usually then faxed to the health professional.

However, at this practice, we can now send most referrals directly to the correct health professional using an electronic system. This is better, more efficient, and more reliable than the old way of doing things.

Will this affect all referrals?

Yes - we’ll be using the new system for private referrals, referrals funded by ACC, and referrals to District Health Board services.

What about my privacy?

NZ Privacy Laws allow health professionals to share clinical information about patients. All referrals can be viewed by your doctor, the specialist service provider, and (for District Health Board Services) health professionals involved in managing referrals, audit, and quality improvement.

Our new electronic system has been independently reviewed, including consultation with the Office of the Privacy Commissioner. The system is secure and confidential.

Do I need to do anything?

All the information you have provided to your practice team may be included in the referral. You should tell the doctor at the time of referral if there is any information you do NOT want to include in the referral, such as your mobile phone number or email address.

For example, if you don't want to receive a text reminder from the other health professional about your appointment or results of tests, then you need to tell your doctor to cancel the text reminder service on the referral form.

If you require more information about the security and privacy of information about you that passes through this system, please talk to your practice team.

