



St Johns Medical Centre

Application enrolment process

Thank you for considering St Johns Medical Centre as your primary care practice.

We are currently enrolling patients who are new to Whanganui or are not registered with a GP.

When you apply to enrol, we will arrange a first initial consultation with the Nurse and Doctor. This is to discuss your health needs and goals, and current conditions. We do this to understand your needs and, determine if we have the right number of resources to provide you good, on-going care.

Our priority is that everybody receives fair, timely and good health care. We want all your needs to be met. This may mean we decline to enrol you if we feel necessary.

The cost of this first initial consultation is **\$120.00** however, should your application to enrol is declined, there will be **no charge**.

Allowed Credit Limit

Here at SMJC our policy for debt amount on your account is **\$75.00** if your account gets past this amount, you are unable to schedule an appointment with the Doctor unless a payment plan is instituted, and the appointment is paid prior to seeing the Doctor.

If you are struggling to pay your account and, are on a benefit, we suggest you approach WINZ who may be able to assist.

We will send out monthly invoices and statements detailing any debt on your account.

Email address: stjohns@sjmc.nz



St Johns Medical Centre

Automatic Payment Plans - Information Sheet

Setting up an Automatic Payment

An automatic payment is a regular payment that is set up and controlled by you. You are in control of your chosen weekly, fortnightly, or monthly amount. You can change or cancel an automatic payment at any time.

Setting up a Redirection of Benefit Payment

A redirection of benefit payment is where part of your benefit is paid directly to us by the Ministry of Social Development. You will need to apply to Work and Income for this service – Please ask our reception team for a redirection form. When signing the redirection forms the patients agree to the following:

1. All auto paying patients to St Johns Medical Centre will be held responsible for the management and payment of their own debt. i.e., Responsible for starting and stopping of the auto-payments.
2. Additional administration and handling fee applies to all outstanding debts.
3. At St Johns Medical Centre we DO NOT REFUND any overpayments, any overpayments can only be used for future medical fees and emergency visits.
4. If you have any concerns or issues, please contact your Case Manager or nearest WINZ office.

If you have any further questions, please ask at reception.



Refund on Credit Balances – Policy

- For all money refunds, a deduction of 15% GST applies – this is paid by the Medical Centre on all money as part of the GST tax.
- A handling or administrative fee of \$20 applies to all refunds.
- Refunds paid by direct credit to the patient's account.
- Refunds will only be made to the bank account used for your automatic payments.
- We will not issue refunds to other people's bank accounts.
- We do not issue refunds in cash or cheque.
- Before any refunds, all accounts to be reconciled and checked by management

We encourage patients to check out Work and Income's website "Prescription and Health Practitioner Costs" for information about financial assistance that could help offset medical cost



Use of Health Information Statement

Use and confidentiality of your health information (fact sheet)

Your privacy and confidentiality will be fully respected. This fact sheet sets out why we collect your information and how that information will be used.

Purpose

We collect your health information to provide a record of care. This helps you receive quality treatment and care when you need it.

We also collect your health information to help;

- Keep you and others safe
- Plan and fund health services
- Carry out authorised research
- Train healthcare professionals
- Prepare and publish statistics
- Improve government services.

Confidentiality and information sharing

Your privacy and the confidentiality of your information is important to us.

- Your health practitioner will record relevant information from your consultation in your notes.
- Your health information will be shared with or be accessible by other clinicians or agencies involved in your healthcare with your consent, or if authorised by law.
- You don't have to share your health information; however, withholding it may affect the quality of care you receive. Talk to your health practitioner if you have any concerns.
- You have the right to know where your information is kept, who has access rights and if the system has audit log capability, who has viewed or updated your information.
- Your information will be kept securely to prevent unauthorised access.



1 Information quality

We're required to keep your information accurate, up-to-date and relevant for your treatment and care.

2 Right to access and correct

You have the right to access and correct your health information.

- You have the right to see and request a copy of your health information. You don't have to explain why you're requesting that information, but may be required to provide proof of your identity. If you request a second copy of that information within 12 months, you may have to pay an administration fee.
- You can ask for health information about you to be corrected. Practice staff should provide you with reasonable assistance. If your healthcare provider chooses not to change that information, you can have this noted on your file.

Many practices now offer a patient portal, which allows you to view some of your primary health records securely online. Ask your practice if they're offering a portal, so you can register.

3 Use of your health information

Below are some examples of how your health information is used.

- If your practice is contracted to a Primary Health Organisation (PHO), the PHO may use your information for clinical and administrative purposes including obtaining subsidised funding for you.
- Your District Health Board (DHB) uses your information to provide treatment and care, and to improve the quality of its services.
- The Manage My Health, Shared Care Record, allows primary, secondary and afterhours services across the Whanganui and MidCentral DHBs, access to a health summary of your general practice information.
- A clinical audit may be conducted by a qualified health practitioner to review the quality of services provided to you. They may also view health records if the audit involves checking on health matters.
- When you choose to register in a health programme (e.g. immunisation or breast screening), relevant information may be shared with other health agencies.
- The Ministry of Health uses your demographic information to assign a unique number to you on the National Health Index (NHI). This NHI number will help identify you when you use health services.



- The Ministry of Health holds health information to measure how well health services are delivered and to plan and fund future health services. Auditors may occasionally conduct financial audits of your health practitioner. The auditors may review your records and contact you to check you received those services.
- Notification of births and deaths to the Births, Deaths and Marriages register may be performed electronically to streamline a person's interactions with government.

4 Research

Your health information may be used in research approved by an ethics committee or when it has had identifying details removed.

- Research which may directly or indirectly identify you can only be published if the researcher has previously obtained your consent and the study has received ethics approval.
- Under the law, you are not required to give consent to the use of your health information if it's for unpublished research or statistical purposes, or if it's published in a way that doesn't identify you.

5 Complaints

It's OK to complain if you're not happy with the way your health information is collected or used. Talk to your healthcare provider in the first instance. If you are still unhappy with the response you can call the Office of the Privacy Commissioner toll-free on 0800 803 909, as they can investigate this further.

6 For further information

Visit www.legislation.govt.nz to access the Health Act 1956, Official Information Act 1982 and Privacy Act 1993

The Health Information Privacy Code 1994 is available at www.privacy.org.nz. You can also use the Privacy Commissioner's [Ask Us](#) tool for privacy queries.

A copy of the Health and Disability Committee's Standard Operating procedures can be found at <http://ethics.health.govt.nz/operating-procedures>

Further detail in regard to the matters discussed in this Fact Sheet can be found on the Ministry of Health website at <http://www.health.govt.nz/your-health/services-and-support/health-care-services/sharing-your-health-information>