



MedicAlert[®]
F O U N D A T I O N

MedicAlert[®] Foundation - New Zealand Incorporated

Wed, 13th November 2024
Upper Hutt Cosmopolitan Club,
11 Logan Street, Upper Hutt

Living Better Lives
with Peace
of Mind

Annual General Meeting: 11:45 AM to 1:00 PM
A light lunch will be provided.



MedicAlert® Foundation - New Zealand Incorporated
A Non Profit Charity - Registration Number: CC25227

Annual General Meeting Agenda

Light working lunch from 11.30 am, will precede the meeting commencing at midday

- **Welcome Members, Staff and Guests, including those joining us via Zoom.**
- **Apologies**
- **Ratification of Previous Minutes**
Minutes of Annual General Meeting (AGM) Wednesday 8 Nov 2023
- **Disclosure of potential conflicts of interest with items on the agenda.**
- **Feedback on the Constitution** (next review due by Nov 2026)
- **Election of MedicAlert® Board Members**
- **CEO's Annual Report.**
- **MedicAlert® Foundation Financial Statements and Auditors Report, including Charitable Service Performance Report.**
- **Presentation of the MedicAlert® Foundation 62nd Annual Report by Chair Guppy**
- **Donations**
- **General Business**

Meeting closed.

Chairman's Report

Mayor Wayne Guppy
Foundation Board Chair



Tēnā tātou katoa,

The Board is very grateful to its kind & generous members and dedicated staff, for supporting the Foundations Charitable Mission, enabling the Foundation to support its most vulnerable members, and successfully bringing us through another financially difficult year.

Last year in this report I flagged the significant change we had planned and underway for the Foundation.

The good news is the Foundations staff have put in a massive effort and achieved significant outcomes in the interests of all members, and in terms of the Foundations Government Registered Charitable Mission, for the wider community.

The Foundation has been progressively evolving into a Health IT Software Organisation that both benefits directly from its development of advanced software solutions but has also developed its technology in a manner that can fully leverage Health NZ Fast Health Interoperability Resource driven Application Programming Interfaces.

This may sound complicated, and, in many respects, it is complicated due to the importance of protecting the security of our personal identity and health information, but it is important to recognise protecting the privacy of every member is a crucial responsibility of the Foundation.

The CEO and his team have delivered on successful implementation of ISO 27001 and SOC 2 type II, international information security standards by putting in place physical, infrastructural, functional and policy-based systems and procedures that protect our new Medical Alerting Clinical Management (MACM) Platform and Workplace Security.

When you have an opportunity to visit the Foundations new office facilities, you will immediately recognise this as you engage with its high-tech security system, as you enter reception. Every person who enters the Foundations secure workplace environments, has an obligation to respect the Foundations Security Policies and Standards to protect our members best interests.

MACM knows who is accessing the system, when and why. If ever a problem did arise its audit logs will provide evidence necessary to report this. Along side MACM, our staff follow security and clinical data safety standards to ensure members information is accurate, reliable and safe to protect our members best interests.

We ensure the information the Foundation is acquiring and then sharing through MACM, when a member has an accident, medical emergency or needs their information shared with Emergency Services or Health professionals, does not expose them to harm or errors caused by incorrect information.

Chairs Report Continued...

Every Member has a part to play in this as well, it is incumbent on us all to not assume our information is correct, but to check it is correct.

This is why the first key deliverable of MACM was to provide a Member Portal, so we can each login, check our information ourselves and do something to have our information corrected if this is required. We alongside our regular enrolled GP know our information best and have the power to make changes when needed.

The second key deliverable of MACM was to implement a National Breast Implant Register.

This has also been achieved. This register has significant benefit to woman's health across New Zealand and will have an important role to enable health research and harm mitigation requirements when problems are discovered.

We encourage every Kiwi who has a Breast Implant procedure to agree to having their Procedure and Implanted Device recorded in the Register, to protect their best interests, prevent avoidable harm and enable a better quality of life, while also contributing to reducing the enormous costs of avoidable treatment harm in New Zealand.

Reducing the enormous cost of avoidable treatment harm in New Zealand, could free up literally hundreds of millions of dollars annually, to be spent more effectively and efficiently delivering much needed health care which is currently unaffordable due to so much money being spent addressing harm.

Every member can be proud of the contribution they are making by supporting the Foundation to help both themselves and other vulnerable kiwi's with hidden or life threatening medical risks by enabling the Foundation to provide the technologies and services we all need to improve the health system.

We remain hopeful the Government will also recognise the considerable benefits and value the Foundation is bringing to the table to improve our lives and enable the health system to protect our quality of life, by enabling the Foundation, through funding, to grow and expand its services to all who need them.

Best wishes one and all to a safe and happy year ahead. Thank you to all members, elected members of the board, our CEO and dedicated staff for their committed service and support over the last year.

Chief Executive Officer's Report

Murray Lord
Foundation CEO

2023-24 has been an extremely satisfying year, with the Foundation taking decisive steps forward as it seeks to broaden its Charitable Services, in accordance with its Government Registered Charitable Mission. Members updated its Charitable Mission, when approving and re-registering its constitution last year. Health Information Technology forms part of the Foundations Charitable Mission.

This year the Foundation launched its new Medical Alerting Clinical Management (MACM) Platform. MACM is now deployed in a high-level security-controlled Data Centre and has achieved ISO 27001 and SOC 2, Type II Security Standard Accreditation.

MACM has ongoing scalability to accommodate growing and widening use over time. It is also deployed to be fully redundant. This means if MACM fails within its existing infrastructure, it will automatically start up in a new Data Centre, giving constant and reliable 24/7 service, in case of a natural disaster or emergency.

MACM's infrastructure allows it to be accessible by mobile devices, tablets and desktop solutions. As we build out new functionality, Emergency Services will be able to use an approved device in the community, to look up information that identifies unconscious or verbally impaired people and identify their medical risks, enabling harm to be prevented.

Members can now use their Health NZ 'My Health Account' sign-in to Login to their new MACM Account through the www.MedicAlert.nz website.

Approved Surgeons can also use their Health NZ 'My Health Account- Workforce' sign-in to Login to a new National Breast Device Register, delivered through the MACM Platform. This Register will have real benefit to Woman's Health and enable important future Health Research.

This Register also records implanted Surgical Mesh, which has been blamed for serious harm when implanted within living pelvic tissues. The Register is currently being implemented in Middlemore Hospital and will be utilised by both Private and Public Health Systems across the Country.

The Foundation has an extremely talented cross functional team of people building its new Technologies and delivering its Membership Services for our valued Members.

We are hopeful with wider support from the Public, Government Agencies and Members, we will see MACM become a major software solution for preventing avoidable harm across the New Zealand Health System.

ACC reports Avoidable Treatment Harm is costing the country approximately 400 million dollars every year, this compounds year on year, exposing the country to literally billions of dollars in cost. We want to see less harm occurring, so people can live better lives.

Thank you to our Elected Ordinary Members and Board Members for their vision, support, voluntary service and to all members for your kind support, it is hugely valuable and genuinely appreciated by all.

MedicAlert® Board of Governors

Thank you to all Members of the MedicAlert® Board of Governance for your dedicated, enthusiastic and committed Service.

Members Name	Board Term (Years)	Term Expiry (November)	Term Cycle (Upto 3)	Election Status
Chairman				
Mayor Wayne Guppy	3	2024	1	Re-standing
Board Members				
Jenny Kendall	3	2025	3	
Andrew Dunn (Medical Director)	3	2024	3	Stand Down
Katy Wilkinson (Deputy Chair)	3	2026	2	
Lallit Rajpal	3	2026	2	Resigned
Rodrick Mulgan	3	2025	1	
Carolyn Weston	3	2024	1	Re-standing
Kevin Brady	3	2024	1	Retiring

MedicAlert® Medical Advisors

Thank you to all past and present Medical Advisors to the Foundation Board. Your contribution of time and medical experience has been greatly appreciated by all.

2024 Medical Advisors

Dr Andrew Dunn (General Practitioner)

Dr Roderick Mulgan (GP - Seniors Health)

Dr J Phillips (Haematologist),

Miss J Kendall (Theatre Nurse),

Dr Michelle Locke (Deputy Chair - NZAPS)

Services that save lives

MedicAlert® Foundation has a **vital national role** that still remains as relevant today, as it did 60 years ago. MedicAlert®'s Services operate with a high standard of Clinical Integrity and Clinical Validation, while also protecting sensitive personal identity information, until it is needed in an emergency, in each Members best interests.

For those who wear a **MedicAlert® Service Access Indicia** (Medical ID) and benefit from the Foundations connected health information services, it is not just a matter of receiving **charitable supplies, at charitable rates**. MedicAlert® has a vital role to play in our lives, it stands ready with us every day and every moment of the day.

MedicAlert® Services are **crucial nationally for prevention of avoidable harm**, we help save lives and as recognised in an independent report by PWC, the average savings (including health service costs) per member, are more than the cost of the Foundations Annual Membership Service Fee. **The Foundation therefore saves its Members more than they contribute**. We work with the Ministry of Health and Health Providers, so our members have the highest levels of protection.

The Foundations **Annual Reviews** keep us alert to our medical risks, so we can take an active part in protecting ourselves, and when the chips are down, others can come to our aid, be they a Good Samaritan, a Paramedic, Nurse or Doctor and immediately recognise safe and trustworthy information is accessible from the Foundation.

We trust the Foundation with some of our most sensitive personal information, knowing that when the need is most, **MedicAlert® can speak for us**. At times this can be in the most difficult circumstances, when we are extremely vulnerable, confused, stressed, forgetful and anxious. The Foundation has proven over the past 60 years, it can be trusted to hold our vital information and keep it secure, until it is needed.

As a New Zealand Registered Charity, the Foundation keeps and uses every dollar it receives, to use for the benefit of every Member, it does not make a profit, it does not pay shareholders and its Members on its Board serve voluntarily to ensure the Foundations Charitable Mission continues and is achieved.



Financial Statements 2023 - 24

MEDICALERT® FOUNDATION - NEW ZEALAND INCORPORATED

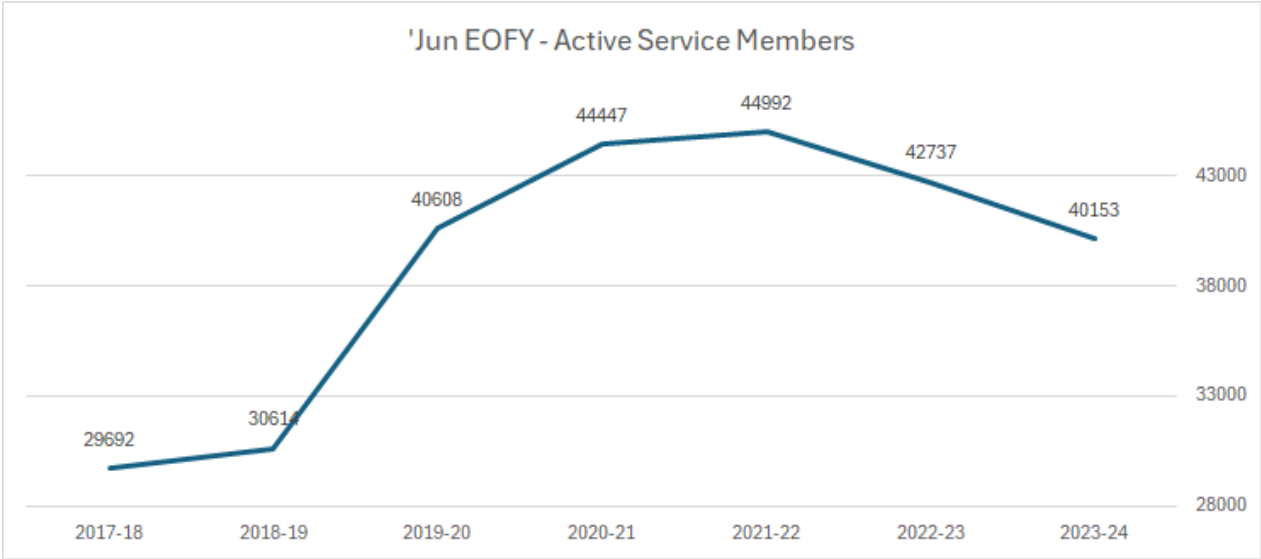
Statement of Financial Position to 30th June 2024.(Abridged details hereunder). Audit completion was pending when preparing this report.

		2023
2024		
Assets		
1,511,635	<i>Non-Current Assets and Investments</i>	1,308,937
766,132	<i>Current Assets and cash in the bank</i>	700,279
2,277,767		2,009,216
Liabilities and Reserves		
835,657	<i>Current Liabilities</i>	722,024
106,518	<i>Non-Current Liabilities</i>	106,671
1,335,593	<i>Net Assets and Accumulated Funds</i>	1,180,521

Note: The above is not the Foundation’s statutory accounts, but details extracted from them. Full Audited Financial Statements are lodged with the Charities Commission and circulated to Ordinary Members ahead of the AGM.

Fee Paying Members

Resignations during the cost of living crisis have increased, despite significant financial support for vulnerable members and record bad debt write-offs.



MedicAlert® New Zealand (Short History)

1962: An Upper Hutt Lion and local businessman, Mr. George Reilly, sought from MedicAlert® International in Turlock California USA, a license to operate MedicAlert® Foundation in New Zealand, as part of an international Lion's project.

1965: Mr. Bill Reilly (unrelated to George) a local Pharmacist and Lion took over and operated MedicAlert® Foundation from his Pharmacy in Upper Hutt. Mr. Seymour Young also a Pharmacist and Doctor Harish Rajpal (both members of the Lion's Club) joined the Foundations Management Committee.

1969: Mr. Seymour Young, with the support of his late wife Mae and the assistance of various Lion's Club Members including Dr Harish Rajpal, became the Foundations Director and took over the day-to-day running from his home at 48 Oxford Crescent, Upper Hutt. Mr Young was later recognised by MedicAlert® international with a 'Chrissie Collins Award' for services to Medic Alert®.

1974: MedicAlert® Foundation was established in its own office in Upper Hutt and experienced substantial growth in membership and public awareness.

1977: MedicAlert® Foundation was registered under the Incorporated Societies Act. The license to operate MedicAlert® Foundation in New Zealand was transferred from the Upper Hutt Lion's Club to NZ MedicAlert® Foundation Inc. with headquarters in Upper Hutt.

2011: MedicAlert® New Zealand is first to launch a secure internationally connected Health Information Service for Members called the MedicAlert® Global Access Service. This service is now accessible by a NZ Emergency Ambulance Comm's Center.

2013: MedicAlert® is listed on Schedule 2 of the New Zealand Health Information Privacy Code.

2015: The New Zealand Government HQSC, HDC and Coroner, issue recommendations in support of MedicAlert® Services, following the avoidable death of a Health Consumer (Member). The Foundation launches its National Health and Safety Protocols in the interests of ensuring correct utilisation of its Service to improve Health Consumer Safety and for prevention of avoidable harm.

2019: The Foundation adopts affordable compulsory Annual Fees for all members due to increasing regulatory compliance and operational expenses.

2022: The Foundation commences a new Scholarship Programme with Maanaki Manawa, the Heart Research Centre, of Auckland University.

2024: The Foundation moved to new premises in Upper Hutt and launches its new Medical Alerting Clinical Management (MACM) Platform, with a Member Portal and National Breast Device Register, operated by the New Zealand Association of Plastic Surgeons.

Charitable Purpose: The Foundation Prevents Avoidable Harm and Deaths by providing a secure connected digital health information and associated Emergency Hotline Service, which continues to be accessible using the Foundations Service Access Indicia (Medical ID's), in any environmental condition. Its services and supplies are provided on a charitable basis at affordable charitable rates to its Members, in the best interests of protecting their Health, Welfare and Safety .

MedicAlert® International (Short History)

In California in 1953, Linda Collins, the 14 year old daughter of Dr Marion Collins, a physician and surgeon, cut her finger badly enough to require a trip to the local hospital. Following standard protocol, a skin test was performed before injecting a full dose of tetanus antitoxin, which at that time contained horse serum. Within moments, Linda went into anaphylactic shock – a severe and potentially fatal allergic reaction. After Linda had recovered she devised the concept of a silver bracelet with “Allergic to Tetanus Antitoxin” engraved on the back. Dr Collins added “MedicAlert” and the symbol of the medical profession to the front. The design was sent to a local San Francisco jeweller who created the first MedicAlert bracelet.

Tribute to Dr. Marion C. Collins (1906 - 1977)

Tens of Thousands of lives have been saved since Dr. Marion Collins and his wife, Chrissie, acted on an idea. Throughout his life, Dr Collins displayed exceptional charisma, both as a doctor and family man. The many long hours and resources he dedicated to MedicAlert® Foundation is an inspiration to us all.

The fact that something like an international emergency medical service had never been attempted before did not discourage Dr. Collins - it only served to fuel his determination, a determination that continues today. From Linda Collins’ paper bracelet to today’s E-Health Services, from the first switchboard emergency phone service, to the real-time technology of the new millennium, MedicAlert® Foundation has always been ahead of its time.

To his credit, Dr. Collins was known for his ability to recruit influential, talented people to help with the mission. And from that day to this, the Foundation has thrived on the long-standing relationships it shares with the medical and law enforcement communities, corporate partners and dedicated volunteers. We will remember him as a man of wisdom, ideals, commitment and vision. It is Dr. Collins spirit that continues to guide us- now and forever.



**“I think I can save more
lives with MedicAlert®
than I’ll ever save with my
scalpel.”**



MedicAlert® Foundation International

THE MARION C. COLLINS AWARD

The Marion C. Collins Award is given to a volunteer who has, over a sustained period of time made an exemplary contribution in time; quality and quantity of support to the ongoing goals of MedicAlert®.

We acknowledge our recipients with sincere thanks.

2018 John Brookie (New Zealand)

2013 Dr. Harish Rajpal (New Zealand)

2002 Murray Bray (Australia)

1999 Julian Musikanth

1996 Takis Georghiou

1994 Everett Johnson, M.D. & Barbara Savoy

1993 Donald Jellis

1991 William T. Robinson

1990 Father Twigg-Porter

1989 Darrell Eichhoff

1987 Chrissie Collins

1986 Rob & Shirley Fish

1984 John McPherson

1983 Frances Gesner

The Marion C. Collins Award is
MedicAlert® Foundations
most prestigious International
Award for voluntary service.



MedicAlert®
F O U N D A T I O N

MedicAlert® Staff

Thank you to all staff past and present for your dedicated, enthusiastic and reliable service. We welcome our new staff to the MedicAlert® family.



Back Row: *(left to right)*

Bill Neal	Analyst/ Programmer
Olive Lotz	Membership Services Manager, Complaints Officer, Health and Safety Officer
Murray Lord	Chief Executive Officer
Daniel Lord	National IT Services Manager, Lead Senior Developer
Lavania Brown	Marketing, Social Media and Administration

Front Row: *(left to right)*

Ninamaria Tupou	Membership Services Officer
Lauren Dee	Membership Services Trainer
Megan McMillan	Senior Project Manager
Desley Hutton	Finance Manager, Board Secretary
Sophie Lotz Shayla	Membership Services Officer
Angus	Membership Services Officer

Absent from photo

James Hutton	Developer / CISO and Privacy Officer
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Economic Benefits of the Foundation

PriceWaterhouse Coopers - 2018 Survey

The use of MedicAlert® Foundation leads to efficiencies in medical treatment and less harm. These impacts have an economic value for the healthcare system. PwC has estimated that healthcare efficiencies create benefits of \$2.6 million annually with avoided harm contributing an additional \$15.5 million of benefit annually. Across the current membership base the total benefit to the healthcare system of current MedicAlert® Service use is therefore estimated at \$18.1 million per year.

When surveying the Foundations members, PriceWaterhouse Coopers (PwC) found that MedicAlert® Medical ID's gave members a sense of safety, security and improved peace of mind. In addition they provided members with a confidence and assurance that their medical information will be seen and this creates a well-rounded feeling of wellbeing.

This is very important for those living with particular medical conditions as the Foundation releases some weight on member's shoulders. There is no dollar value assigned to these benefits, but they are important to take note of, as they are very important.

Members reported that their identifications reduced the number of medical tests they needed and reduced the time they spent in treatment. Together, reduced health system costs and personal financial benefits account for \$38 Million of benefits every year for current MedicAlert® Service members.

MedicAlert® Foundation delivers services of significant, and tangible value to its members, government and the wider community.



Acknowledgements

Over the years many professional bodies, organisations and agencies have acknowledged the role and value of the Foundations Services in New Zealand, our thanks go to:

- New Zealand Medical Association
- Pharmacy Guild of New Zealand
- Pharmaceutical Society of New Zealand
- Wellington Free Ambulance
- Epilepsy New Zealand
- Autism New Zealand
- Allergy New Zealand
- Diabetes New Zealand
- Asthma New Zealand
- Ministry of Health
- Te Whatu Ora (Health New Zealand)
- Alzheimer's New Zealand
- St John's Ambulance
- Muscular Dystrophy Association of New Zealand Inc.
- Motor Neurone Disease Association of New Zealand
- New Zealand Red Cross
- Health and Disability Commission
- Nursing Council of New Zealand
- Paediatric Society of New Zealand
- The Royal New Zealand College of General Practitioners
- The Australasian Society of Clinical Immunology and Allergy
- The New Zealand Police, Fire and Rescue Services
- Health Quality and Safety Commission
- New Zealand Society of Anesthetists
- New Zealand Association of Plastic Surgeons
- Heart Kids New Zealand
- Oranga Tamariki
- Work and Income New Zealand
- Accident Compensation Commission

MedicAlert® Foundation - New Zealand Incorporated

Membership Services Office Hours
8.30am to 5.00pm Monday to Friday

Closed public holidays and during the Christmas / New Year Break

Contact Details

Postal:
PO Box 40028
Upper Hutt 5140
New Zealand

Office:
Unit 1,
5 Gibbons Street
Upper Hutt 5018
New Zealand

P: 04 528 8218
F: 04 527 9540
Free Ph: 0800 840 111
E: Service@MedicAlert.nz
W: www.medicalert.nz

Medical Emergency Only
Call 24 hours, 365 days:
+64 4 472 2999

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