

Howden Care

Our commitment to privacy

Protecting your privacy and the confidentiality of your personal information is of utmost importance to Howden as it is fundamental to the way we conduct business.

Howden Care Privacy and Consent Statement

Your employer is an Accredited Employer of the Accident Compensation Corporation (ACC), which means they are authorised to manage work injury claims of their employees. Your employer has partnered with Howden Care to help provide medical treatment and rehabilitation to support you to stay at or return to work safely. To help us do this we may need to access information relevant to your injury and get input from other professionals.

We understand that personal (and health) information is exactly that, personal. We will handle your personal and health information in accordance with the Privacy Act 2020 and the Health Information Privacy Code 2020. The information below is intended to answer questions you may have about how we will collect, use, store and manage your personal and health information. If you have any further questions, please talk to your Howden Care Case Manager.

What kind of information will we collect?

We will talk to you about the type of information that we may need before we request it, and we will only collect information that is relevant to your claim. Examples of the types of information we may need are:

- GP records
- Hospital records
- Specialist letters and reports
- ACC injury claim records
- Employment information

How will we collect the information?

If you have copies of the information, for example a letter from your specialist, then you can send it directly to us. If you don't hold the information then we will contact the provider directly to request it, usually via email.

Do you need to do anything?

Yes. We need your signed consent to request the information directly from providers. There is a consent form attached to this information sheet. Please sign and date the form and return it to the Howden Care Case Manager working with you.

What will we do with the information?

We will use the information to help us assess what entitlements, rehabilitation, and treatment you may need. For example, we may need to get advice from other specialist providers such as an Occupational Medicine Specialist, Psychologist, Physiotherapist or Occupational Therapist. They will need a copy of information relevant to your injury to help them complete their assessment and make their recommendations. We will tell you if we need to release information to anyone. The information we collect will only be used for the purpose it was collected for.

Can you see the information we hold about you?

Yes. You can view or update the personal or health information we hold about you at any time, and if you don't agree with it, you can ask for it to be corrected. Talk to your Howden Care Case Manager if you have any concerns about the information we hold. In exceptional circumstances we may not be able to release the information to you, and we will talk to you about the reasons why.

How will we look after your information?

Your information will be carefully and securely stored in line with the Privacy Act 2020, the Health Information Privacy Code 2020 and the Accident Compensation Act 2001.

What if you don't consent to us collecting information about you?

Giving your consent is voluntary, however the support that your employer and Howden Care is able to offer you may be affected if we can't access the information we need. If you have concerns about providing your consent, please talk to your Howden Care Case Manager who will work through these with you and see if there is another way for you to help us get the information we need.

Consent for the collection and use of information by Howden Care

Name

Date of birth

Address

Phone number

NHI number (if known)

Employer

Injury description, site and side

ACC45 number

Howden Care claim number

Case Manager

I understand that Howden Care may need to obtain information relevant to my claim. This may include medical records from my treating GP, hospital records, ACC claims information and employment information. The information will be used to assess entitlements, rehabilitation and treatment that I may need, and may be released to other parties who will assist Howden Care to make decisions in relation to these aspects.

I am aware that I can view the information held about me at any time and ask for inaccurate information to be corrected.

Howden Care will comply with the Privacy Act 2020, the Health Information Privacy Code 2020 and the Accident Compensation Act 2001 when collecting, using, storing and managing my personal information.

Declaration

I confirm that the information on this form is correct. I have read and understood the Howden Care Privacy and Consent Statement and give my consent for Howden Care to collect, use, store and manage medical and other information relevant to my claim.

Signature:

Name:

Date:

Representative's Declaration

I have authority on behalf of the client to confirm that the information on this form is correct and give consent to Howden Care to collect, use, store and manage medical and other information relevant to the client's claim.

Signature:

Name:

Date:

Relationship to the claimant:

Why is the claimant unable to sign?
