

# **ProMed - Additional Privacy Information (from 1 May 2026)**

As part of providing your care, ProMed may collect health information about you from other organisations, not just directly from you.

This reflects how modern healthcare works and supports safe, coordinated care. It does not represent a change in how we use your information.

## **What this means**

By accepting healthcare services from ProMed, you agree that we may collect information about you from other agencies for the purpose of maintaining an up-to-date health record and providing safe, high-quality primary care.

## **Where this information may come from**

### **Other health providers and shared health records**

- Laboratory, radiology, and other test results
- Hospitals, emergency departments, after-hours providers, specialists, allied health, and community services (e.g. discharge summaries, clinic letters)
- National or regional shared health records (e.g. Health Connect South)
- Follow-up enquiries we make with hospitals or specialists about your care
- National screening programmes (e.g. breast, bowel, cervical), including results or attendance information

### **Non-health agencies (where relevant to your care)**

- ACC, Work and Income, insurers, employers
- Police, Oranga Tamariki, or legal representatives

## **Complaints and quality assurance**

If concerns are raised about the care or services we provide, we may disclose relevant health information to regulators, insurers, indemnity providers, or legal advisers to respond appropriately.

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This is an interim addition to our existing privacy statement. A national updated version is expected, and this page will be revised once that is available.