

Clinical: Health Information  
Proactive Release: 09 January 2020

16 December 2019

9(2)(a)  
[REDACTED]  
[REDACTED]

Email: 9(2)(a) [REDACTED]

Dear 9(2)(a) [REDACTED]

### Official Information Act (1982) Request

I write in response to your Official Information Act request, received by us on 22 November 2019. You requested the following information:

- 1. The number of complaints made to the DHB involving a patient/ client requesting their medical notes or documents and receiving medical notes or documents relating to someone else, broken down by calendar year for:**
  - 2015
  - 2016
  - 2017
  - 2018 and to November 1, 2019
- 2. The number of investigations launched as a result of such complaints for the above years, and a breakdown of the outcomes reached**

As context for this response, Counties Manukau Health (CM Health) provides health and support services to people living in the Counties Manukau region (approx. 569,400 people), as well as regional and supra regional specialist services (Burns, Plastics and Orthopaedics).

Our services are delivered via hospital, outpatient/ ambulatory and community-based models of care. We employ more than 7,500 staff, and see more than 118,000 presentations at the Middlemore Hospital Emergency Department each year.

We take seriously the privacy and value of personal health information, and the right for individuals to have access to their own information, including the right to correct details. We have formal processes to enable individuals to access this information. More information is available on our website

- <https://www.countiesmanukau.health.nz/about-us/transparency-statement/>
- <https://www.countiesmanukau.health.nz/for-patients-and-visitors/your-medical-or-clinical-records/>

We have searched the Counties Manukau Health Complaints database system for relevant complaints logged in the period you specify. This process found one relevant complaint, which was submitted in

2015. We acknowledge that there may have been other instances, that did not result in a complaint being made, or were part of a wider complaint, or a complaint is submitted with other statutory agencies.

The search for relevant complaints in the CM Health system included a process of identification of any complaint with a classification of the complaint being one or more of the following terms:

- *'Privacy of Communications', or*
- *'Access to Health Record', or*
- *'Incorrect Information'.*
- and submitted from Jan 2015 – Nov 2019,

These cases were checked using a review of the complaint short description to confirm relevancy.

One complaint related to the situation you describe - of requested medical records including medical information for a different patient. In that case, the correct medical records were issued for the patient, but incorrectly included documents/ reports/ letters that related to a different patient. There can be a number of reasons for, and points in the filing process where an error/ omission occurred.

We manage all complaints received in accordance with our CM Health Complaints Policy, which includes written acknowledgement and apology to the complainant, an investigation and follow-up to implement system and process changes if identified. We welcome feedback as a means to improve the experience of people using our services.

I trust this information satisfactorily answers your query. If you are not satisfied with this response you are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act.

Please note that this response or an edited version of this may be published on the Counties Manukau DHB website.

Yours sincerely,



Fepulea'i Margie Apa  
Chief Executive Officer  
**Counties Manukau Health**