Questions and answers

What happens if I go to another practice?

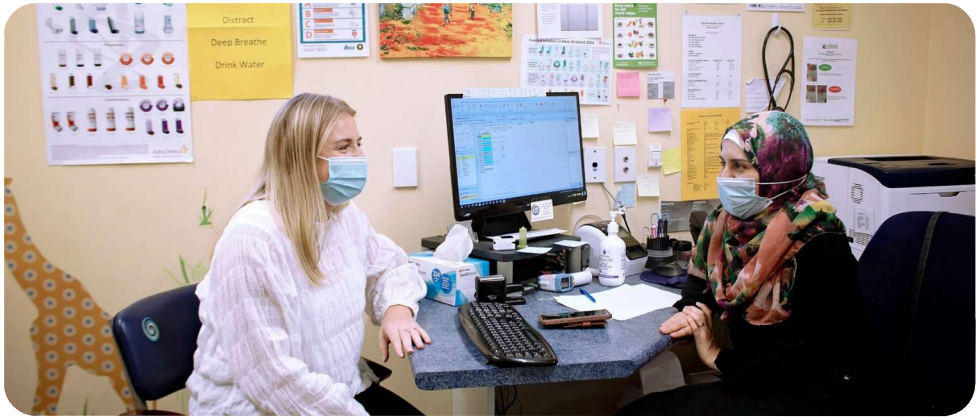
You can go to another General Practice or change to a new General Practice at any time. If you are enrolled in a PHO through one General Practice and visit another practice as a casual patient you will pay a higher fee for that visit. So if you have more than one General Practice you should consider enrolling with the practice you visit most often.

What happens if the General Practice changes to a new PHO?

If the General Practice changes to a new PHO, the practice will make this information available to you.

What happens if I am enrolled in a General Practice but don't see them very often?

If you have not received services from your General Practice in a three year period it is likely that the practice will contact you and ask if you wish to remain with the practice. If you are not able to be contacted or do not respond, your name will be taken off the practice and PHO Enrolment Registers. You can re-enrol with the same General Practice or another General Practice and the affiliated PHO at a later time.





Enrolling with a general practice

June 2026

Pegasus™
partners in health
kia ātawhai ki te tangata

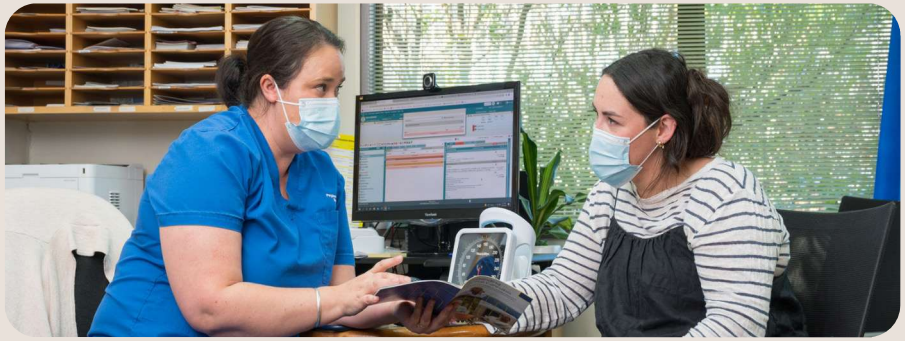
General Practice provides comprehensive primary, community-based and continuing patient-centred healthcare to patients enrolled with them and others who consult. General Practice services include the diagnosis, management and treatment of health conditions, continuity of healthcare throughout the lifespan, health promotion, prevention, screening and referral to hospital and specialists.

Benefits of enrolling

Enrolling is free and voluntary. If you choose not to enrol you can still receive health services from a chosen GP / General Practice / provider of First Level primary health care services. Advantages of enrolling are that your visits to the Doctor will be cheaper and you will have direct access to a range of services linked to the PHO.

Pegasus Health (Charitable) Ltd

Your general practice provider is affiliated to Pegasus Health. Pegasus Health provides PHO services and its fund-holding role allows an extended range of services to be provided across the collective of providers. Additionally, Pegasus Health provides clinical governance, quality and education support to its members.



Complaints

It is okay to complain if you are 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, and they can investigate this further.

For further information

Visit **legislation.govt.nz** to access the Health Act 1956, Official Information Act 1982 and Privacy Act 2020.

The Health Information Privacy Code 2020 is available at **privacy.org.nz**. You can also use the Privacy Commissioner's Ask Us tool for privacy queries.

Pegasus Health Contact details

Pegasus Health (Charitable) Ltd
401 Madras Street
PO Box 741 Christchurch 8140

Phone: 379 1739

pegasus.health.nz



Your privacy rights

You have the right to:

- Ask us to see any of your health information that we hold.
- Ask us to correct your information if you think it is wrong.
- We may ask you for proof of your identity as part of managing your request for information.
- If you ask for your information to be corrected, and we cannot make the requested changes we will let you know. A statement with a record of your request will be kept with your information.
- If you have any concerns about your privacy or the way we have handled your information, please contact us first so we can try to resolve the issue. If you are not satisfied, you may make a complaint to the Office of the Privacy Commissioner. Options for contacting the Commissioner are at **privacy.org.nz**.



What is a PHO?

Primary Health Organisations are the local structures for delivering and coordinating primary healthcare services. PHOs bring together doctors, nurses and other health professionals (such as Māori health workers, health promoters, dieticians, pharmacists, physiotherapists, mental health workers and midwives) in the community to serve the needs of their enrolled populations. PHOs receive a set amount of funding from the government to ensure the provision of a range of health services, including visits to the doctor. Funding is based on the people enrolled with the PHO and their characteristics (e.g. age, gender and ethnicity.)

Funding also pays for services that help people stay healthy and services that reach out to groups in the community who are missing out on health services or who have poor health.

How do I enrol?

Enrolling is easy.

Just fill in a form at your general practice of choice. If you need assistance completing the form, the reception staff will help you.

Parents can enrol their children if under 16 years old. Anyone over the age of 16 needs to sign their own form.

Find a local general practice

pegasus.health.nz/health-directory

Health Information Privacy Statement

Your health information and your privacy

We collect, use, store, and share your health information in accordance with the Health Information Privacy Code 2020 and other applicable laws. This statement explains why we collect your information, how we use and share it, and your rights.

Why we collect your information

We collect health information about you so we can:

- provide safe and effective care
- keep accurate health records
- coordinate your care with other providers
- meet our legal and funding requirements.

You don't have to give us your information. However, this may affect the care we can provide.

What information we collect

We collect information about you that includes contact and demographic details (for example your name, address, NHI number), your health history, symptoms, diagnoses, and treatment.

We usually collect this information directly from you, or from someone you have agreed we can speak to.

We also collect relevant information from other healthcare providers, such as hospitals, specialists, pharmacists, laboratories, screening programmes and health registries, where this is needed for your care. In some circumstances, we may receive information from other organisations, such as ACC, insurers, the Ministry of Social Development or Police, where this is authorised by law, necessary for your care, or with your consent.

For more details on how we use your information and privacy, see our online privacy statement or talk to our staff.

How we use your information

We use your information to provide you with medical care and treatment, coordinate your care with other providers, support the administration of our services, and meet our legal, professional and funding obligations.

Who we share information with

Most commonly we share information with:

Your healthcare team – doctors, nurses and other healthcare providers and professionals involved in your care, where the information is needed to provide services to you.

Our Primary Health Organisation (PHO) – relevant information is shared with our PHO for enrolment, funding, service planning, quality activities, and to support the services you receive.

Health New Zealand | Te Whatu Ora and the **Ministry of Health | Manatu Hauora** - we may share relevant information with these agencies where this is required or permitted by law, including for funding, planning, quality improvement, and administration of health services. Your information is also provided when you are registered for health programmes such as vaccination and screening.

Other ways that your information may need to be used and shared include:

- When a clinical audit is conducted by a qualified health practitioner, to review the quality of services provided to you.
- If we need to engage with the Health and Disability Commissioner or our professional advisors as part of responding to concerns about care and services provided.
- For research purposes, where, if required, approval has been given by an ethics committee, or you have consented to this, or you won't be identified.