



Sirius Care Patient Portal: Terms and Conditions for Practice Patients

Introduction

'Sirius Care' is an online service that allows patients to securely access portions of their electronic medical record and securely message their General Practice.

These Terms and Conditions form an agreement between you and us (your General Practice).

You should read these Terms and Conditions carefully before you start using Sirius Care. We may amend these Terms and Conditions from time to time to support the evolving capabilities of Sirius Care. Please ensure that you regularly review the latest Terms and Conditions which are available in the settings section of your Sirius Care portal.

We may not be immediately available to respond to your Sirius Care messages and requests, therefore you should never use Sirius Care electronic communications in an urgent situation or emergency. You should contact us by phone, go to a hospital Emergency Department, or call 111.

Setting up your account

To set up a Sirius Care account, you must contact your General Practice. We will ask to see your passport or driver's license, so that we can confirm your identity. Once your Sirius Care account has been established we will provide you with your username and an initial password so you can access your portal.

We will collect information from you in the form of answers to security questions to enable you to reset your password online if required. Providing responses to security questions is a mandatory requirement for Sirius Care users. Your responses to the security questions will be securely stored in your medical record and are not accessible to the practice team or any third party. If you are unable to change your password online, please contact us and we will advise you on what to do.

Security and privacy

We are committed to protecting your personal health information through the use of detailed policies, staff education and technical tools including secure internet connections and encryption. These measures conform to laws governing the confidentiality and security of medical records. We will take all reasonable steps to keep your data safe and secure.

We will comply with the Privacy Act 1993 and Health Information Privacy Code (HIPC) in relation to any information you supply to us or is gathered as a result of using Sirius Care. We will manage your information in line with our Health Information Privacy statement, which is available in the settings section of your Sirius Care portal or by contacting us.

It is your responsibility to keep your username and password confidential. You understand that anyone with access to your username and password or with agreed access using Sirius Care 'linked account' functionality will be able to access your confidential medical information. If at any time you feel that your password is no longer confidential, you should change your password online immediately.

When using Sirius Care, we recommend that you only use devices that you own which have the latest updates and anti-virus applied and that you do not use devices used by other members of the public, for example computers or tablets at a public library. You should not save your username and password in a browser as this will enable others using the device to access your records.

Use of Sirius Care

Sirius Care is not a substitute for a personal consultation with a clinician or other health care provider regarding your health.

Sirius Care provides a range of functions, we however reserve the right to decide which functions we will offer. You may choose to be notified by e-mail when there is new information in your account and responses to the messages/requests you have sent.

You understand that your requests will be directed to the most appropriate practice staff member, and staff other than your usual clinician may be involved in responding to your request. Therefore, use of Sirius Care may not be appropriate if there is sensitive information that you only wish to share directly with your usual clinician.

Some activities and requests made by you through Sirius Care may incur charges. Please contact us to understand what charges may apply to your activities and requests.

You should be aware that any messages you send or entries you make through Sirius Care may become part of your permanent medical record.

Please note that only a limited amount of information regarding your health care and condition/s may be available in Sirius Care. Certain test results, diagnoses, conditions, and other information may not be included in your Sirius Care record. The release of information is at the discretion of our staff.

We will make every effort to ensure the accuracy of your information. However, we do not guarantee that there will be no typographical errors, inaccuracies, or other errors on your record. You have the right to request that we change any information you consider to be incorrect. If you see an error, please let us know by contacting us. Please be aware that information contained on Sirius Care may be changed or updated without notice.

Linked clinical records

You may choose to link your Sirius Care portal with another person's Sirius Care portal giving them access to your clinical records, or vice versa. Linking Sirius Care requires the "linked to" person to enter their username and password within the linked clinical records section of your Sirius Care. Linked clinical records can be ended by yourself or the person whose record you are linked to using the Unlink feature in the Linked Clinical Records area. If you wish for any confidential information to not be accessed by anyone else you must delink your account. We recommend that linked clinical records for children are removed when they turn 16 years old. We may choose to end linked clinical records at our discretion.

Links to other websites

Sirius Care may provide links to other medical websites not managed by us. The links are provided for general information and convenience only. We may not necessarily endorse them, and may not have verified the accuracy of the information on these sites, or whether any of that information applies to you and your medical condition. Use of other sites is strictly at your own discretion and risk.

Termination

We retain the right to disable access to your Sirius Care account at any time if we believe your access to the portal is being misused. You will be notified if your account has been disabled. Ending Sirius Care access does not affect in any way your right to access your medical records and other information held about you by us.

Disputes and Complaints

For all complaints, please contact us directly to discuss your concerns. We will formally record your complaint and will manage it through our usual complaints process.

If a dispute arises in relation to these Terms and Conditions, the party raising the dispute will notify the other party in writing. On receipt of the dispute the parties will work together in good faith to resolve the dispute.

If the parties cannot resolve the dispute within 20 working days of a dispute being notified in writing, then the matter will be submitted to mediation with the mediation being conducted in accordance with the Mediation Protocol of the Arbitrators' and Mediators' Institute of New Zealand.

Sirius Care Availability

Sirius Care may not be available all of the time, due to system failure, repair procedures, maintenance, or other reasons as determined by us. Sirius Care is provided on an "as-is" basis. We do not take any responsibility for, and will not be liable for, any inaccuracies or defects in Sirius Care material, information or in software, communication devices, virtual private networks, the internet, any internet service provider, access system, computer hardware or software, or any other service or device, or a user's inability to access Sirius Care for any reason.