



BAY OF PLENTY
DISTRICT HEALTH BOARD
HAUORA A TOI

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OIA REQUEST

Received: 24 March 2022
Due: 26 April 2022
Response Date: 30 March 2022
Subject: Patient Record Access

In response to your request under the Official Information Act, please find our response below:

Request

Some patients have been advised that their records have been accessed without obvious cause.

- 1. How many complaints have been made for this?**
From 2017 (when we commenced recording requests) to March 2022 we have recorded 12 requests for audits about access.
- 2. How many patients is it thought to cover?**
The requests were from individuals and therefore 12 patients involved.
- 3. What position do these staff hold?**
Doctors, Nurses, Allied Health and Admin staff.
- 4. How often is access audited?**
Audits are conducted when a patient advises that they believe their records have been accessed by someone without a work-related need and no patient consent, or if a staff member believes that another staff member has accessed a record without a work-related need to know or patient consent.

Bay of Plenty DHB supports the open disclosure of information to assist the public understanding of how we are delivering publicly funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website. Please note this response may be published on our website. [Official Information Act | Bay of Plenty District Health Board | Hauora a Toi | BOPDHB](#)

You have the right to request the Ombudsman investigate and review our response. www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely

DEBBIE BROWN

Senior Advisor Governance and Quality

