

8 April 2016

David Lawson  
[fyi-request-3745-938738ad@requests.fyi.org.nz](mailto:fyi-request-3745-938738ad@requests.fyi.org.nz)  
[fyi-request-3746-3fce63e8@requests.fyi.org.nz](mailto:fyi-request-3746-3fce63e8@requests.fyi.org.nz)

Dear Mr Lawson

### Official Information Act Request

Thank you for your requests for information received 14 March 2016 under the Official Information Act 1982 (the Act).

Your requests and our corresponding responses are set out below. The wording of your specific requests is set out in ACC's response, written in *italics*.

#### Background information

##### **Healthlink**

Healthlink Limited (Healthlink) is a New Zealand-based company that provides electronic communications systems and services to enable medical practices to communicate electronically with the rest of the health system. Healthlink also provides technical support for a wide range of New Zealand government owned and operated data facilities and health management programmes.

##### **MMEEx**

MMEEx is a web-based e-health platform that is a service provided by ISA Healthcare Solutions. This service enables coordination and secure communications between health professionals.

#### Request One

*Provide to me all Official Information in relation to the Healthlink and MMEEx health information systems and whether ACC use these systems.*

#### Response to Request One

System/Service	Online Links	ACC use of systems/services
Healthlink	<a href="http://www.healthlink.net/en_NZ/">http://www.healthlink.net/en_NZ/</a>	ACC uses Healthlink for messaging and forms.
MMEEx	<a href="http://www.mmex.net.au/">http://www.mmex.net.au/</a>	ACC no longer utilises MMEEx. Use of this service ceased in August 2015. Healthlink is providing replacement services.

**Request Two**

*Please provide all official information as to what other systems ACC used for information management and transfer*

**Response to Request Two**

<b>Information Management</b>	<b>Other Transfer Channels</b>
(Eos) Claims Management System for client and claim records	Outlook for standard emails
Medical Fees Processing (MFP) System for claims related invoice processing, provider and vendor records management.	Seemail for secure email between government agencies
Virtual Claim Folder (VCF) is physical online storage for documents received.	Axway – Automated Secure File Transfer
(Windows Directory) for working files and documents not directly to related to claims.	Courier
	Fax
	Normal Postal System
	ACC Electronic Business Gateway

**Request Three**

*In your response please provide all official information on how an individual can gain access to all correspondence that has been transferred using these systems.*

**Response to Request Three**

Client and claim related correspondence is managed via Eos. Access would require an individual to make a personal information request under the Privacy Act 1993 for claim related records specific to that individual.

**Request Four**

*It would also be useful to have provided all official information as to how long the information that has been transferred in these systems can be retained within this network for other treatment providers to access.*

**Request Five**

*Please also provide any and all official information as to whether this system can be used to store notes, and or information on a health client which can be retained on either of these systems for periods of time.*

**Response to Requests Four & Five**

The system provided by Healthlink retains related clinical data for ACC and is purged at regular monthly intervals. Access to all claims-related clinical information is via Eos, once transferred.

No external treatment provider can access this information from Healthlink. An ACC client must request information directly or grant consent for providers to see their information.

**Request Six**

*Also whether there are a list of indicators that are able to be attached to these systems that identify the individual for certain criteria and or certain levels of health provision.*



**Response to Request Six**

No indicators have been specifically designed for ACC with respect to messaging; while there may be some for the ACC claim lodgement form.

We recommend you direct your query to Healthlink, using their online contact form: [http://www.healthlink.net/en\\_NZ/about-us/contact-us/](http://www.healthlink.net/en_NZ/about-us/contact-us/).

**Request Seven**

*Please also advise who is responsible for the management and overseeing of these systems. If it is not the ministry of health, what agency should I seek this information from?*

**Response to Request Seven**

ACC oversees the services we have requested from Healthlink for messaging and forms. Healthlink is responsible for the management and overseeing of their own systems.

**Health Network – Contextual comment**

We note your use of the terms “network” and “systems” within the requests dealt with in this response.

For completeness, we note the Health Network (refer <http://www.health.govt.nz/our-work/health-network>) established in 2005 allows for the secure collection, access and exchange of electronic health information between healthcare providers. The Ministry of Health is responsible for the governance of this particular network.

Membership of this network includes the majority of General Practitioners, District Health Boards, primary healthcare organisations, laboratories, pharmacies, private hospitals and non-government organisations. Only healthcare providers who are registered Health Network members have access to the Health Network.

Registered Health Network members can choose to use Healthlink’s SecurIT range of services. SecurIT is noted as a certified networking product for the Health Network.

**Queries or concerns about ACC’s response**

If you have further questions, contact us by email at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

You have the right to make a complaint to the Office of the Ombudsman regarding our response. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to: The Office of the Ombudsman, PO Box 10 152, Wellington 6143.

Yours sincerely

**Government Services**