



HEALTH HAWKE'S BAY

Te Oranga o Te Matau-a-Māui

Consent to engage with Talking Based Therapy:

The purpose of this form is to gain consent to enter the Poukōrero Rongoā– Talking Based Therapy (TBT) Service and to provide you with information about the service and how your privacy information is stored.

On giving my consent, I understand the following information about the Poukōrero Rongoā– TBT service:

Poukorero Rongoā - TBT Sessions:

- Our sessions are around 50 – 60 minutes either in-person at one of our sites or via telehealth (phone or online).
- As a client of the TBT service you can access up to 4 sessions of talking therapy in a 12-month period. At all times, the clinical responsibility for your health remains with you and your GP team.
- If our TBT professional does not suit you, then please contact our TBT coordinator by phone/text 021391162, following the first appointment to discuss options for further support.
- To get the best out of your in-person or Telehealth sessions, please ensure you have no distractions or disruptions (i.e.: mobile phone on silent, TV or radio turned off, a quiet place without family members around etc.)
- Further appointments will be discussed and schedule with you with your TBT professional.
- TBT sessions are not recorded. If you'd like to record your appointment, please discuss this with TBT before your session starts.

Cancellations/Changes to Appointments:

- We appreciate it if you are unwell or have sick dependents, have had contact with someone with covid 19 or your appointment time no longer suits you to please contact our TBT Coordinator by phone/text 021391162 or your TBT provider, wherever possible giving a minimum of 24 hrs' notice.
- If you cancel less than 24 hours from your appointment time you may lose one of your allocated sessions.
- Two cancellations or two missed appointments may result in you being discharge back to your GP and having to be re-referred.

Children/Young People:

- Anyone under the age of 16 years must have the consent of their guardian to attend our service. It is the responsibility of the consenting guardian to inform other party their child/young person is accessing our service.

Storage of Information:

- Your contact details and session notes are stored electronically in a secure internal patient management system. We keep your information in accordance with legal requirements.
- As this service is an extension of your GP Practice, a summary will be sent to them when you have finished with us.
- Your information is private. We won't share details about your appointments or records unless you give permission.

Limitations to Confidentiality:

- In certain situations, clinicians are obligated to share your information. Exceptions to confidentiality may occur when:
 - There are serious safety concerns to you or others (e.g.: personal safety, family violence and child protection).
 - There are legal requirements that demand confidential material be revealed.
 - Responding to a complaint about the service.

Requesting your Information:

- You have the right to ask for access to your information. You can ask for your information to be corrected if you do not believe it is accurate. If you would like to access your information, please contact our TBT Coordinator on 021391162 and/or email mentalhealth@Healthhb.co.nz
- We are unable to provide support letters regarding your character or personal testimonials, however, can confirm the dates you attended sessions with us.
- If a third party contacts us regarding your information, we will first confirm that we have your consent to provide information.

Information Sharing:

- Clinicians work as part of a team and in consultation with their management. They attend monthly supervision and training to reflect on and share their practice. Your identity will be protected where possible.
- Health New Zealand are the funders of the service and require us to share details about the TBT Service to help them plan future health services. The information provided includes date of birth, gender, ethnicity, suburb, and relevant details about the use of the service. Health New Zealand may occasionally request your identifying information, including your NHI number. This information will only be provided if you agree.

Please circle below whether you consent to your NHI number being included with the other information we must provide.

YES NO

We are bound by the following Acts:

- Privacy Act 2020
- Health Information Privacy Code 2020
- The Code of Health and Disability Services Consumers' Rights – <http://www.hdc.org.nz>

Making a complaint and giving feedback:

- We welcome complaints and feedback about the service, our clinicians, or contractors to help us evaluate what we do and improve our service for others.
- All complaints will follow our complaints process. You can make a complaint by following this link [Connect with us - Health Hawke's Bay \(healthhb.co.nz\)](#) or contacting our TBT Coordinator on 021391162 or email mentalhealth@Healthhb.co.nz outlining the details of your concerns.
- For Feedback - You may be asked to complete an anonymous survey following your final session with us.

- I consent to take part in talking therapy with _____ (Talking Based Therapist)
- I have the right to withdraw my consent at any time.

Name: _____ NHI: _____ or DOB: ____/____/____

Signature: _____ Date: ____/____/____