

CONTROLLED DOCUMENT

Document Name	APM Workcare (NZ) Informed Consent Q & A - Client		
Reference / Version	15.03.97 - 1.0	Owner	Compliance Manager
Publish Date	15.04.2019	Classification	Internal



QUESTION:	What must be completed on the consent form?
ANSWER:	<p>* Information must be added for:</p> <ul style="list-style-type: none"> - Client full name and address - Family/Whanau members if required - Date consent signed - Consultant name - Other (Key Parties) if specified - Client signature (Parent/Guardian if under 16yrs) <p>NB: Any additional names listed on the consent form will have the ability to request and receive or give personal information about you. Careful consideration should be given to any additional names added.</p>
QUESTION:	What can be deleted on the consent form?
ANSWER:	<p>* "Key Parties" can be deleted <u>only</u> if they are not required in the delivery of the service</p> <p>* ". information about my past or current medical and/or rehabilitative treatment, or employment", sections can be deleted only if this is not required in the delivery of the service</p> <p>* No other information can be changed/removed in the consent form, as APM would be unable to provide the services requested if the client does not consent to APM sharing, receiving and obtaining information from key parties who are integral to the service.</p>
QUESTION:	What is optional on the consent form?
ANSWER:	<p>The sections noting:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Photos or videos being taken to assist with the service provided. I understand these photos or videos will not be shown to persons not involved with my service. <input type="checkbox"/> Contact from APM to complete an anonymous customer satisfaction survey at the end of my service.
QUESTION:	Why do you need my employment information I've just been referred for physiotherapy.
ANSWER:	<p>Your question refers to the sentence "This may also include verbal and written information about my past or current medical and/or rehabilitation, treatment, or employment" This is a national consent form and employment information may be needed for other services provided. However, if this does not apply to the service you are receiving, you may delete this. Your consultant will also confirm if this is part of your service.</p>
QUESTION:	Who will explain what is included in the service I will be receiving.?
ANSWER:	<p>Your consultant will fully explain the service you will receive, the activities and key parties that may be involved.</p>
QUESTION:	How do I request a copy of my personal information?
ANSWER:	<p>* Request your information from your consultant who will ask that you complete a request form or, * Email your request to PrivacyNZ@apmworkcare.co.nz and we will arrange this for you</p>
QUESTION:	Why is my information used for customer satisfaction surveys?
ANSWER:	<p>We complete an anonymous customer satisfaction survey with our clients once they have completed our service as it helps us to identify what we are doing well and what we can improve on. Participation is completely voluntary and if you do not wish to participate please let the caller know if you are contacted. If you wish to continue, the survey will take approximately 5 minutes and we have an impartial person employed to make the calls for us. All information is anonymous, and we would greatly appreciate if you can help us out by participating.</p>
QUESTION:	Who is the APM Group
ANSWER:	<p>* The APM Group refers to all APM services and business lines that make up APM. They are responsible for the reporting and management of APM information e.g IT, quality audits.</p> <p>* APM takes its privacy obligations extremely seriously and has many safeguards and protections in place to ensure that data is handled only in accordance with the Privacy Act 1993.</p>
QUESTION:	What do you mean by reasonable business purposes
ANSWER:	<p>Examples could be: Information Technology (IT) issues, completing quality audits.</p>
QUESTION:	What if I don't want to sign the consent?
ANSWER:	<p>We acknowledge that you may wish to take the consent form away to review or seek advice. We encourage you to seek further opinion if there is something about which you are unclear or, you have</p>

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questions about the consent form. Your consultant will also ask if there is anything further they can provide that would assist in your review.

We will be unable to continue meeting with you as we do not have your consent to provide a service to you. Your consultant will arrange another appointment time to meet after you have reviewed or sought advice on the consent form.