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## 2.0 Patient Focus

*Reference: NZS 8156:2008, Code of Health and Disability Consumer's Rights, Privacy Act 1993, Health Information Privacy Code, Ministry of Health Guidelines, Crimes Act 1961, Care of Children Act 2004, Mental Health (Compulsory Assessment and Treatment) Amendment Act 1999*

### 2.1 Patient Rights

- 2.1.1 Clinical personnel are familiar with, and comply with their obligations as set out in the Code of Health and Disability Consumer's Rights.

All clinical personnel must undertake theoretical study on the Code of Health and Disability Consumer's Rights, in relation to patient rights, and be tested at least yearly on the Code.

- 2.1.2 Policies and procedures will be developed and implemented to ensure the organisation's obligations to consumer's rights is upheld.

Refer to NZRT Ambulance Policy Manual.  
Refer NZRT Standard Operating Procedures.

- 2.1.3 The cultural needs of all patients and their families/whānau will be respected.

All clinical personnel must undertake theoretical study on cultural sensitivity and non-discriminatory practices, and be tested as such at least yearly.  
Refer to NZRT Ambulance Public Relations Manual.  
Refer to NZRT Standard Operating Procedures.

### 2.2 Confidentiality of Patient Information

- 2.2.1 Policies and procedures will be developed and implemented to ensure the organisation's obligations to consumer's privacy and patient confidentiality is upheld.

Refer to NZRT Ambulance Policy Manual.  
Refer NZRT Standard Operating Procedures.

- 2.2.2 Clinical personnel are familiar with, and comply with their obligations as set out in the Code of Health and Disability Consumer's Rights.

All clinical personnel must undertake theoretical study on the Privacy Act 1993 and the Health Information Privacy Code, in relation to patient confidentiality, and be tested as such at least yearly.

## 2.3 Informed Consent to Treatment

- 2.3.1 Policies and procedures will be developed and implemented to ensure the organisation's obligations to consumer's privacy and patient confidentiality is upheld.

Refer to NZRT Ambulance Policy Manual.  
Refer NZRT Standard Operating Procedures.

- 2.3.2 Informed consent policies and procedures comply with NZS 8156:2008.

Refer to NZRT Ambulance Policy Manual.  
Refer NZRT Standard Operating Procedures.

- 2.3.3 Clinical personnel are familiar with – and comply with – the law in regard to non-informed consent in the case of diminished capacity.

All clinical personnel must undertake theoretical study on the Care of Children Act 2004 and Mental Health (Compulsory Assessment and Treatment) Amendment Act 1999, in relation to non-informed consent, and be tested as such at least yearly.

- 2.3.4 Clinical personnel are familiar with – and comply with – the law in regard to informed consent.

All clinical personnel must undertake theoretical study on the Ministry of Health Guidelines, Crimes Act 1961, and the Code of Health and Disability Consumer's Rights, in relation to informed consent, and be tested as such at least yearly.

- 2.3.5 Clinical personnel are familiar with – and comply with – NZRT policies in regard to informed consent and non-informed consent in the case of diminished capacity.

Refer to NZRT Ambulance Policy Manual.  
Refer NZRT Standard Operating Procedures.

- 2.3.6 The NZRT Quality Assurance Programme will include an evaluation of the organisation's consent policy and procedures.

Refer to NZRT Quality Assurance Programme.