

Patient Rights, Privacy and *Consent to Treatment*

How we respect the privacy and confidentiality of your health information.

This document also serves as a consent to treatment.

Last updated: 27 September 2026

This document tells you about the ways we may use and share your health information, as well as the legal obligations we have regarding your health information. It also tells you about your rights under the Health and Disability Commissioner Act 1994 (NZ), the Privacy Act 2020 (NZ), and the Health Information Privacy Code 2020. This document applies to all records held by Health Function Ltd, regardless of whether the record is written, electronic, or in any other form. We are required by law to keep information that identifies you private and to make this document available to you.

Your rights

When it comes to receiving healthcare in New Zealand, you have the following rights under the Code of Health and Disability Services Consumers' Rights:

Right 1	The right to be treated with respect.
Right 2	The right to freedom from discrimination, coercion, harassment, and exploitation.
Right 3	The right to dignity and independence.
Right 4	The right to services of an appropriate standard.
Right 5	The right to effective communication.
Right 6	The right to be fully informed.
Right 7	The right to make an informed choice and give informed consent.
Right 8	The right to support.
Right 9	Rights in respect of teaching or research.
Right 10	The right to complain.

Complaints can be made directly to the practice in the first instance, using the [feedback and complaints form \(healthfunction.co.nz/feedback\)](https://healthfunction.co.nz/feedback), or to the Health and Disability Commissioner:

- Website: hdc.org.nz
- Phone: 0800 11 22 33

A free and independent advocacy service is available through the Nationwide Health and Disability Advocacy Service:

- Website: advocacy.org.nz
- Phone: 0800 555 050

For more information, see the following leaflets: [You have rights](#), [Your Rights](#), [Ōu Mōtika](#), [Advocacy Service](#), [Ngā Kaitautoko](#).

Your privacy

We are committed to protecting your health information in accordance with the Privacy Act 2020 and the Health Information Privacy Code 2020. These laws govern how health information about identifiable individuals is collected, stored, used, and shared.

How we collect your information

We collect health information directly from you through your registration form, consultations, and patient portal. In some cases, we may also receive information from other providers involved in your care (for example, specialist letters or laboratory results).

How we typically use or share your health information

Providing medical services to you: Your health information is used to assess, diagnose, and treat you. If you need a laboratory test, prescription, or referral to a specialist or hospital, relevant information will be shared with that provider. We only share the minimum information necessary for your care.

Your usual GP: Health Function does not automatically share information with your GP or enrolling practice. However, sharing information with your usual GP supports continuity of care and is strongly recommended. You may indicate your preference on the registration form and update it at any time.

Other providers involved in your care: When you are referred to a specialist, hospital, or allied health provider, we will share relevant health information required for your care. You may request that specific information not be shared.

Running our organisation: Non-clinical information (such as your name, address, and billing details) is used for invoicing and administration. This information is not shared with third parties except where required for payment processing.

Communication by text and email: Health Function may contact you by text message (SMS) and/or email for appointment reminders, results notifications, and health-related communications. Your contact details will not be used for marketing purposes or shared with third parties. You may update your communication preferences at any time.

HealthOne

Please note that Health Function Ltd is contributing to, and accessing healthcare information from, HealthOne.

HealthOne is a South Island based secure electronic record that allows registered healthcare providers directly involved in your healthcare to quickly access information such as your test results, allergies, medications, GP summaries and hospital information. HealthOne adheres to the principles of the Privacy Act 2020 as well as the Rules set out in the Health Information Privacy Code 2020. Access is only possible via an approved highly secure healthcare information network which is regularly audited and tested. Privacy auditing is used to check that only those directly involved in your care are accessing your information. To find out more about HealthOne please visit healthone.org.nz. Please note that you are entitled to restrict the sharing of your healthcare records by contacting 0508 837 872 or emailing HealthOne.privacy@pegasus.health.nz.

With your consent, Health Function may contribute to and access your HealthOne record. You may consent to sharing blood test results and medications, consultation and encounter notes, or both. You can withdraw or update this consent at any time by contacting the practice. In addition, if you wish to withhold consent for a specific consultation note or any other individual item at the time of a consultation, you may advise Dr de Villiers at that time and it will not be shared.

Because HealthOne is a South Island system, this consent has no practical effect where a patient's care is delivered elsewhere in New Zealand. It can be given later if that changes.

Accessing and correcting your records

You may view your consultation notes through the patient portal at any time. You may also request a printed or emailed copy of your health information. Under the Health Information Privacy Code 2020, Health Function has up to 20 working days to respond to such a request, and in practice this is usually much sooner.

If you believe any information in your record is incorrect, you have the right to request a correction. We will either make the correction or note your disagreement in the record.

Our responsibilities

We are required by law to maintain the privacy and security of your health information. We will notify you promptly if a breach occurs that may have compromised the privacy or security of your information. We will not use or share your information other than as described in this document unless you give us explicit consent, which will be recorded in your notes. You may withdraw or change any consent at any time by contacting the practice.

For more information, see the [Privacy Act 2020](#) and the [Health Information Privacy Code 2020](#).

Consent to treatment

Consent to treatment is given at registration, once an application has been accepted. Please read the following before you register.

General treatment

Consultations with Dr de Villiers may include standard general practice assessment and treatment. Consultations may be conducted in person, by telehealth video call, or by phone, as determined in discussion with Dr de Villiers.

Complementary and Alternative Medicine (CAM), also known as Integrative Medicine

Your consultations may also include Complementary and Alternative Medicine (CAM) approaches, including nutritional, nutraceutical, and herbal therapies, as well as investigation and management of environmental factors affecting your health. Some of these approaches may differ from current conventional medical guidelines and may not be fully validated by clinical trial evidence (for example, traditional or herbal medicine). For more information, see the [Medical Council of New Zealand's statement on complementary and alternative medicine](#).

Off-label and unauthorised prescribing

Dr de Villiers may recommend a medicine in a way that is not specifically approved by Medsafe. This may take two forms.

Off-label prescribing refers to the use of a medicine that is approved by Medsafe, but prescribed for a condition, at a dose, or for a patient group (such as age) that falls outside its approved product information. For example, a medicine approved for one condition may have good clinical evidence supporting its use for a different condition.

Unauthorised medicines are medicines that have not been approved by Medsafe at all for use in New Zealand. These may include medicines that are approved and widely used in other countries, compounded preparations, or products used in integrative medicine practice that are not yet registered in New Zealand.

Both off-label and unauthorised prescribing are legal in New Zealand, are practised across general practice and integrative medicine, and are based on clinical evidence and professional judgement. Examples may include low-dose naltrexone, certain compounded hormones, or supplements prescribed at therapeutic doses.

You will always be informed when a prescription is off-label or unauthorised, including the reasons for its use, the evidence supporting it, and any known risks. You have the right to ask questions and to decline any such prescription at any time. Your consent will be recorded in your notes at the time of prescribing.

Supply of practitioner-only products

Where a practitioner-only product is not readily accessible to you through retail, specialist supplier or pharmacy channels, Health Function may source and supply it directly to you. This is only done where there is a clear clinical basis for the product. The price charged is the cost of the product, plus shipping and a small charge covering the time taken to order, receive and dispense it. Health Function takes no commission or mark-up on any product, test or supplement. You will be provided with the cost before any purchase is confirmed. You are never obligated to purchase a product from Health Function, and declining will not affect the care you receive.

AI-assisted note-taking

With your consent, Dr de Villiers may use AI-assisted tools to transcribe and summarise notes during your consultation. This allows her to focus fully on your care without needing to type at a computer during your appointment. All notes are reviewed and approved by Dr de Villiers before being added to your patient record. You may withdraw this consent at any time by advising Dr de Villiers at the start of any consultation, and the tool will not be used for that session.

Transcription is part of Indici, the practice's clinical record system. The recording and transcript are held by Indici for 72 hours and then deleted. What remains in your record is the note reviewed and approved by Dr de Villiers.

Contact of next of kin in an emergency

With your consent, Health Function may contact the next of kin you have nominated in your medical history form in the event of a medical emergency. Your next of kin details will not be used for any other purpose without your prior consent.

Summary of consents

The following consents are requested when you register, after your application has been accepted. Each consent is listed separately so that you can make an individual choice about each one.

Communication preferences

- Consent to be contacted by text message (SMS) for appointment reminders and health-related communications
- Consent to be contacted by email for appointment reminders, results notifications, and health-related communications

Sharing of health information

- Consent to share relevant health information with your usual GP
- Consent to share relevant health information with other providers involved in your care
- Consent to share blood test results and current medications on HealthOne
- Consent to share consultation and encounter notes on HealthOne

Clinical treatment

- Consent to receive treatment from Dr Cindy de Villiers, including standard general practice and CAM therapies
- Acknowledgement that off-label or unauthorised prescribing may be recommended where clinically appropriate, and that you will be fully informed and may decline at the time of prescribing
- Consent to the use of AI-assisted note-taking during consultations (can be withdrawn at any time)
- Consent to Health Function contacting my nominated next of kin in a medical emergency

Scope of service

Health Function is a private subscription general practice, offering Integrative Medicine. Please note that the following services are not provided by Health Function:

- **Vaccinations.** Health Function is not part of a Primary Health Organisation and cannot access vaccines. Vaccinations are available from a PHO-enrolled general practice, from an after-hours clinic where you would be seen as a casual patient, or from a pharmacy offering them.
- **Emergency or after-hours services.** Health Function does not provide acute emergency care or an after-hours service. In a medical emergency, call 111. For urgent after-hours care, contact your nearest after-hours clinic or ring Healthline on 0800 611 116.
- **Nursing and reception services.** Health Function does not have on-site nursing or reception staff. Appointment bookings, prescription requests and general communication are undertaken through the secure patient portal. Before your first consultation, while portal access is being set up, contact is by email.

- **Full skin checks, biopsies and excisions.** Dr de Villiers does not carry out full skin checks — top-to-toe examinations of the skin — or biopsy or removal of skin lesions. A single lesion that concerns you can be checked at a consultation. Full skin checks, biopsies and excisions are undertaken by GP skin clinics or dermatologists, and a referral is made where needed.

By registering with Health Function you confirm you have read and understood the above.

If you have any questions about this document, please [contact the practice](https://healthfunction.co.nz/contact) (healthfunction.co.nz/contact) before completing your registration.