

Introduction

Konnect recognises the importance of safeguarding the security of confidential health information. We are committed to protecting the security of our SureMed service and take the privacy of information provided by medical providers very seriously.

The information we process is gathered solely for the purpose of enabling underwriting, administration or assessment of an insurance policy. In facilitating an electronic exchange of information between a medical practice and an insurer, Konnect does not have any access to the medical information, which is encrypted and passed directly from GP to insurer.

Medical information can be accessed only by the insurance company which requested it and only for the purpose of underwriting, administering or assessing the patient's policy. Access within insurance companies is restricted to those parties authorised and required to view it.

About SureMed

- Konnect is engaged by insurers to obtain medical information they consider necessary for underwriting and assessment of insurance policies.
- SureMed enables medical providers to respond to insurance medical information requests quickly and securely, through an efficient, standardised process. The service includes a fully electronic option that integrates with the GP's Practice Management System (PMS), and also supports 'paper' (faxed or emailed) requests, where a practice is not set up for electronic delivery.
- We use the Healthlink network for the electronic transfer of information. This is the accepted and proven standard for secure electronic information transfer across most of New Zealand's health system.
- Konnect does not have access to electronic medical information.

What types of information are provided by medical providers using SureMed?

- Patient Medical information. Medical information that patients have authorised their medical provider to provide to insurers in response to their application for some sort of insurance, or to administer/assess a policy. Medical providers maintain complete control over any patient information sent to an insurer.
- Practice details (one-off). At the time of a first SureMed request being sent to a practice, Konnect obtains information from the practice to allow effective management of the service – including practice primary contact details, payment details, delivery preferences and, where the practice has opted for electronic delivery, Healthlink address information.

Information disclosure

- Insurers are authorised by applicants and existing customers to obtain personal medical information for the purpose of underwriting, administering and assessing policies.
- A copy of the patient's authority to provide that information will accompany a request for information made through SureMed (where the patient is not required to be present).
- Konnect acts on behalf of the insurer, delivering requests for medical information, and transferring completed requests from medical provider to insurer.
- Konnect does not have access to electronic medical information sent by medical providers to insurers through SureMed (which is sent in encrypted form).
- We will not sell or disclose any information about your practice to any third party.

Security of information

To prevent unauthorised access, maintain data accuracy and ensure appropriate use of information obtained from medical providers, Konnect has put in place physical, electronic and management processes to protect information collected via SureMed.

- SureMed leverages proven technology and infrastructure via HealthLink and PMS providers.
- The SureMed 'electronic' option transfers information through the Healthlink network using encryption technology to ensure that the information is protected. Where requests are faxed back to Konnect they come through a secure fax facility where the information is similarly encrypted.
- Medical information is not transferred outside of the Healthlink environment, and can be accessed only by the insurance company which requested it and only for the purpose of underwriting, administering or assessing the patient's policy.
- Access within Insurance companies is restricted to those parties authorised and required to view it, through the use of secure passwords, user log-ons and other security procedures. Audit trails of all data use ensure traceability of data access.
- Konnect prohibits its employees and contractors from using or disclosing medical information in breach of these policies as a condition of their employment.

This privacy statement provides information about SureMed that may be of use in privacy and security discussions. If you have any further questions relating to this privacy statement please contact us.