HEALTH & DISABILITY COMMISSIONER
TE TOIHAU HAUORA, HAUATANGA

# Guide For Completing

## “My Health Passport”

V2: Second Generation: June 2020

## Contents

## Introduction:

The “My Health Passport” is a tool to assist your effective engagement with health and disability services, or other services that you choose to share this with. It is not intended as a health, legal or diagnostic tool.

This guide will help you to complete the “My Health Passport” document. It explains what information to give under each heading. It also gives some examples of the information that you may want to include. Please note that the examples given in this guide under various sections are for reference only and may not cover all key information that applies to you.

You may wish to take help from your support person, doctor, therapist, or a specialist to complete certain sections.

If you are completing the “My Health Passport” on someone else’s behalf or assisting someone to complete it, please make sure that you read this guide carefully and cover all the possible situations that may apply to the person.

## Update Information:

Inside the front cover of the “My Health Passport” there is a question about updated information. This means that if you have a medication list, a specialist letter or something that is important about your health you can tick the yes box and put a copy of these in the sleeve at the back of the “My Health Passport”.

Health services will look at this information and see if they need to do anything more after reading the information.

Note: if you have printed your own booklet from the website you will not have the sleeve to hold additional information. It is recommended that you store information in an envelope attached to your printed booklet.

## Personal Details:

Remember that completing the “My Health Passport” is optional. You can decide how much information to give under each section, and you may choose not to complete some sections.

Any information you give is confidential and supports your engagement with the health services, some information can be used for statistics, however no identifying information will be shared.

Why am I being asked for:

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|---|---|
| National Health Index (NHI) number | The NHI number will assist in identifying you, this avoids any mix up. If you don’t know this number do not worry, the health service can access this. |
| Ethnicity | Health services use this information to understand who uses their service, and to respond to specific cultural needs. |
| Address | Your address assists in identifying you. It also means that the health service can send information to your home. |
| Telephone numbers | Phone numbers may be used to contact you about your health matters, or to remind you about appointments. They can also be used to verify your identity. |
| Email | Having an email address allows health services to send you information such as public notices.<br>Some people need and prefer contact only by email, this is your personal preference. |

| | |
|---|---|
| Disability Alert | Disability Alerts are records of what people need when engaging with a health service, *e.g. a wheelchair for mobility*.<br>Not everyone has one, but health services are encouraging people with specific needs to get one. |
| GP (Doctor) | If your doctor has made the referral it helps the health service to confirm they are treating the right person. Health services also need to share information with your doctor. Giving your doctors' name helps them to do this. |
| Dependents | Health services want to know if you have any responsibilities, that if in an emergency situation, would need to be managed while you are with the health service. These are called dependents *e.g. you have a pet that needs feeding, or children at school.* |

## **Section A:** These are the most important things you need to know about me.

In this section it is helpful to provide details of any disability or impairment you may have.

### This is what I want to tell you about myself:

You may choose to write here about your impairment or other health condition/s. You can give as much or as little information as you like.

You can include any formally diagnosed disability or medical condition. *e.g. Diabetes, or Cerebral Palsy.*

People can give a detailed description of their condition and the assistance they require, *e.g. I need a person to walk with me.*

It can be useful for the health service to know what impacts your ability to do everyday tasks. *e.g. Cerebral Palsy impacts on my speech.*

### Communication:

In this section give information on

- Your preferred language.
- Any other language you can use.
- If you need an interpreter for languages.
- How you may communicate, *e.g. gestures, in writing.*
- What equipment, if any, you require to communicate, *e.g. talk board.*
- What people should do when having a discussion, *e.g. look directly at you all the time, or ask yes or no questions.*

### Examples of Important information:

- If you use specific equipment include information on how to use the equipment.
- Provide information about how to start the conversation again if it was not understood the first time.
- Provide meanings of symbols and pictures that you may use.

## Decision Making:

Everyone has the right to decide what happens for them. This section in your "My Health Passport" is essential if you want people to know that you need assistance or have specific requirements so that you can make an informed decision about any aspect of health service engagement.

*e.g. I need my health choices written down so that I can read them a few times before deciding the approach I think is better for me.*

*e.g. My family member needs to be at every meeting to help me make decisions, this may include health needs, or simply what I will eat and drink.*

## Legal Representation:

If you have a legal representative such as an Enduring Power of Attorney (you can appoint one for yourself), or a Welfare Guardian (usually appointed by the court), please give that persons details in this section.

## Advance directives:

For your information an advance directive is a written or oral directive-(a) by which you make a choice about a future health care procedure; and (b) that is intended to be effective only when you are not competent.

If you have written your advance directives, the health care professional may need to sight these, so ensure you provide information on who has the directives or where they can be found.

## Culture and decision making:

From a cultural perspective, decision making can sometimes be a collective process involving the family/whānau. Your family/ whānau can also help to advocate cultural and health needs and support you to make decisions when you are unwell. It is therefore important to include any specific cultural needs in your "My Health Passport" particularly regarding how and who you would like to see make these decisions on your behalf.

*Please note:* You can list your cultural preferences in Section C of the "My Health Passport"

## Important people in my life:

Health services only contact people if you have asked them to, or if there is an urgent matter. The Health services will only disclose necessary information to contact people.

They will not disclose everything about you.

There are many reasons why it is a good idea to write down names of people who can be contacted by Health services.

- You might not be able to speak or advise the health service due to being unwell.
- You could be distressed and contact people know how best to help you.

Remember these people can be anyone you want to choose.

## Things to know when providing health services:

It's a good idea to try and provide as much information as possible so that health services are able to assist you fully. You should include information about things that others may not usually think about.

*e.g. don't let me leave without my power-chair charger, or when approaching me make a noise so I know you are there, otherwise I will startle.*

## Safety and Comfort:

Safety and comfort are important, not only for you but for the health service team.

Health services want to ensure that your health requirements are effectively met. Please add any detail in this section that you think will assist health services to meet your requirements.

*e.g. I feel nervous in closed in spaces, if possible I would prefer being next to a window.*

## **Section B:** Things that are important to me.

In this section try to provide as many details as you can about what you need from staff and the health services such as moving around and daily activities.

*e.g. I use a wheelchair all of the time, I transfer without assistance, and as I use my wheelchair for all mobility please leave my wheelchair next to my bed at all times.*

*e.g. I prefer to dress in private, I will dress and then ask someone to do up my buttons. I am not at risk of falling, if I need any help I will tell you.*

## **Section C:** Other useful information.

This section is where you explain other points that you believe would make the engagement with health services more successful, meaning that you will get the service required to meet your needs.

This is the section where you can let people know about your religious and cultural preferences and any other information that you think is important for you to receive an effective health service.

*e.g. I have false teeth and I need to keep them in my bedside cabinet.*

## Acknowledgements:

‘My Health Passport’ is based on original work titled ’This is my Hospital Passport’ by Wandsworth Community Disability Team, United Kingdom.

Thank you to everyone who has been involved in the development of the second generation of New Zealand’s ‘My Health Passport’ including People First for the development of the easy-read version, and the Wellington Region DHBs Disability Responsiveness Team working group.

The first generation of ‘My Health Passport’ was completed in 2011 by Samantha Dalwood, Disability Advisor for Waitemata District Health Board, and Hemant Thakkar, former Disability Initiatives Manager for the Health and Disability Commissioner, along with the input and support of many others.

## Disclaimer:

The Health and Disability Commissioner and the Capital & Coast, Hutt Valley and Wairarapa District Health Boards make this health passport template available as a guide only and accept no responsibility for the accuracy of the information completed in the “My Health Passport”.

This second generation version entitled “My Health Passport” replaces any past versions of the “Health Passport” still in circulation.

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Wairarapa District Health Board
Te Poari Hauora a-rohe o Wairarapa

HUTT VALLEY DHB

Capital & Coast
District Health Board
ŪPOKO KI TE URU HAUORA

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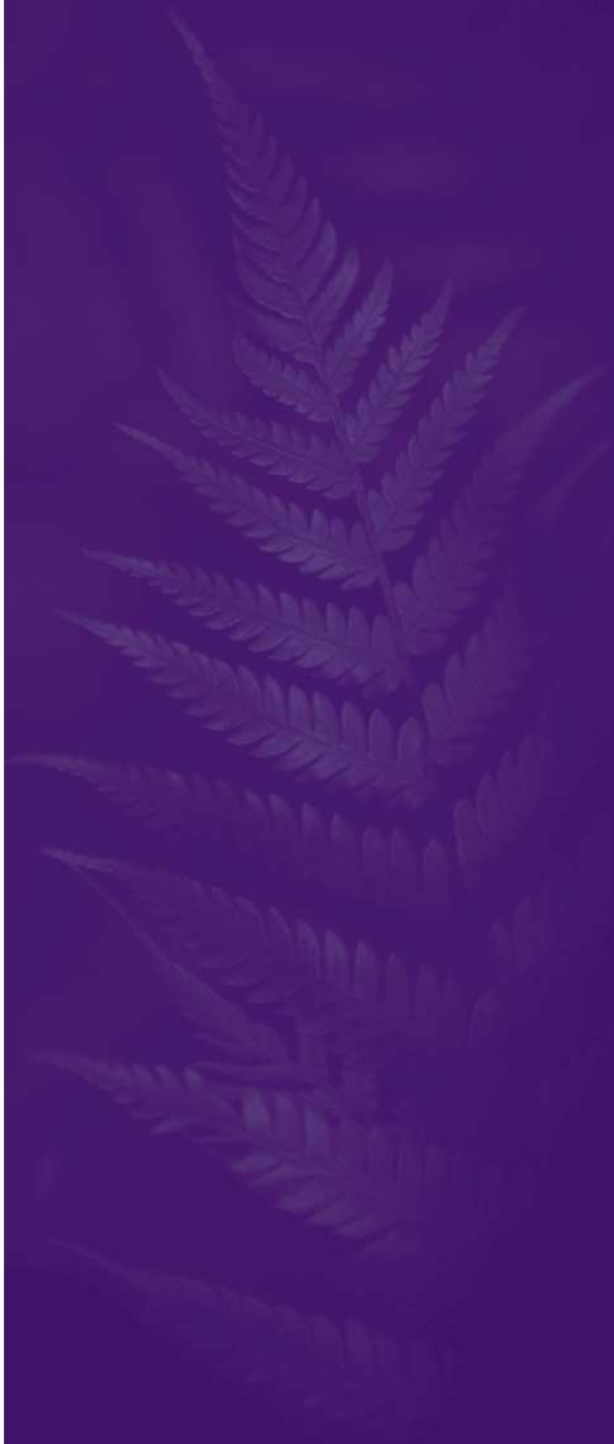

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