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An Incorporated Society of Members, a Foundation,  
Charity and Health Information Agency.

Policy, rule and procedural, updated FAQ  
website content for public disclosure.

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*If your question is not answered, please call Membership Services and we will assist you. Ph: 0800 840 111*

## 24.00 UNDERSTANDING LEGAL MATTERS

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### 24.100 WARRANTY'S AND THE NEW ZEALAND CONSUMER GUARANTEES ACT.

Charities providing you with products or services for your benefit are exempt from the New Zealand Consumer Guarantees Act. [Consumer Guarantees Act 1993, Part 5, Miscellaneous provisions, Exceptions, Clause 41 \(2\)](#).

The Foundation therefore protects your interests by providing a one-year return to base warranty on all its Medical ID's, free of charge. The Foundation also provides a two-year Warranty upgrade you can purchase at an affordable price, which includes additional services.

PLEASE READ YOUR MEDICAL ID WARRANTY document provided with your ID, when you purchase it.

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### 24.110 THE FOUNDATIONS REGISTERED TRADEMARKS

The words MedicAlert® and Medic Alert® and its rugby ball shaped logo are registered trademarks, it's use is only permitted under license and in accordance with the Foundations Member Terms Statement.

Members of the Foundation are entitled to benefit from the Medic Alert® Brand and Logo, while they remain a member of the Foundation.

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### 24.120 THE FOUNDATIONS RULES OF INCORPORATION

MedicAlert Foundation is an incorporated society of members, the Foundation is required by law to comply with its Registered Rules of Incorporation, available through the Companies Office - Register for Incorporated Societies. The Foundations Rules have always allowed members to update the rules, with the most recent rules applying to all members, regardless of when someone first became a member.

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### 24.130 THE FOUNDATIONS CHARITABLE STATUS

MedicAlert Foundation is a New Zealand registered Charity CC25227. Members benefit directly from the charity; it is effectively their charity.

Charities are not legally permitted to make profits, they may acquire surpluses, or deficits. Any surplus acquired by the Charity may only be used for the purpose of fulfilling the charitable objects (Registered Rules) of the Charity. No individual is permitted to privately profit from the Foundation.

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### 24.140 WHAT IS THE BASIS OF CONTRACT BETWEEN THE FOUNDATION AND ITS MEMBERS

The Foundations '[Member Terms Statement](#)', is accessible 24/7 through its Website and forms the basis of a legal contract between each 'Medical Identification Member' and the Foundation, from when they Enroll. In addition, the Foundation is a Government Registered Incorporated Society, please refer to FAQ 24.120

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### 24.150 GOVERNANCE OF THE FOUNDATION

The Foundation has clearly defined operating policies and procedures, which are set by 'Ordinary Members' who voluntary serve on the Board of Governors. The Foundation does not pay directors fees and does not have shareholders so cannot pay dividends. All funds collected by the Foundation remain for use within the Charity.

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### 24.160 MANAGEMENT OF THE FOUNDATION

The responsibility of the Foundations staff and management is to implement and enforce the policies and procedures set by the Members of the Foundation, in the interests of ALL Members.

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#### 24.170 HEALTH INFORMATION TECHNOLOGY SECURITY

The Foundations Information Technologies are housed within a national data center and protected by comprehensive digital security systems.

All access to the Foundations Information Technology systems is fully auditable and discoverable, should an investigation be required, including the clinical source of Medical Information.

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#### 24.180 LEGAL OR REGULATORY STATUS OF THE FOUNDATION

The Foundation is a Health Information Agency in accordance with the Health Information Privacy Code 1994.

The Foundation operates nationally connected health information systems to facilitate the upkeep of vital member medical information, which is current, correct, complete, and medically actionable by Emergency Responders and Health Professionals.

This ensures information provided by the Foundation on behalf of a member is considered trustworthy and reliable when required in New Zealand or Overseas. Connectivity is subject to the IT system used by each Health Service Provider.

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#### 24.190 ANNUAL REGULATORY AUDIT OF THE FOUNDATION

The Foundation is legally required to be independently Audited each year and submit financial reports that are in compliance with Government XRB Standards.

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#### 24.200 NATIONAL HEALTH IDENTIFIER

The Foundation is listed by Government regulation on Schedule 2 of the Health Information Privacy Code. The

Foundation is therefore authorized to issue NHI Numbers if a person presents to the Foundation without an NHI Number. The Foundation is connected to the Ministry of Health digital NHI service and performs NHI related update services on behalf of its Members.

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#### 24.210 CHARITIES TAXATION OBLIGATIONS

The Foundation like many charities pay tax, on the whole, a lot of tax, through GST, PAYE for its employees and Tax on investment returns, which are not recoverable from the government.

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#### 24.220 EMPLOYMENT LAW

Employment Law applies to Charities as it does to all employers. As a charity, the Foundation does not provide its employees with Fringe Benefits. All legal and regulatory obligations are observed by the Foundation.

The Foundation sources wage and salary valuations from an independent payroll valuation company annually and pays its employees based on comparable position market rates, taking into consideration experience, delegated responsibilities, productivity, performance and affordability, among other factors which may apply.

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#### 24.230 PRIVACY

The Foundation maintains a separate Privacy Policy published and available 24/7 on the Foundations website and has a delegated Privacy Officer. A purpose of the Foundations Services is to release personal identification, medical and other information in accordance with the Foundations Member terms statement. This should be a specific matter of consideration by every person, before enrolment as a Member of the Foundation.



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#### 24.240 WORKPLACE HEALTH AND SAFETY

The Foundation has a Workplace Health and Safety Policy, it trains, consults and works with its employees in accordance with regulatory requirements to prevent workplace harm. It also recommends other Employers include recognising and utilising MedicAlert® Service Supported Medical ID's in their workplace Health and Safety Policies, in the best interests of their employees, visitors to their workplace or customers and suppliers.

### 25.00 MEMBERS FINANCIAL OBLIGATIONS AND SOUND FINANCIAL MANAGEMENT

As a Member of the Foundation you have a legal obligation to pay the fees set by its Members serving on the Foundations Voluntary Board of Governors. When the Foundation sets its fees each year, it considers donations received in the past year, forecast's its expenses for the year ahead, and sets fees which it expects will meet the difference required to achieve its objectives, including provision for Research, Development and Investment in assets such as office facilities and equipment, information technology hardware and software.

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#### 25.100 ENROLMENT FEE

A one-time enrolment fee is payable when you first join the Foundation

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#### 25.110 MEMBERSHIP FEE

The Foundation has a mandatory nominal Membership Fee payable once a year to meet the day to day operating expenses of the Incorporated Society, for your benefit and the benefit of all Members. Payment is due on the first day of the month in which you enrolled.

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#### 25.120 SERVICE FEE

The Foundation has a mandatory Service Fee. This fee covers the compliance costs associated with rule 11 of the Foundations Member Terms Statement, which requires Members to engage in an annual review process to moderate their health and key contact information, checking it is correct, complete, current and medically actionable. This is scheduled and invoiced annually for payment in the month you enrolled, and the cost of this process is shared across all members to ensure fees remain affordable for all.

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#### 25.130 PREMIUM LOYALTY - MONTHLY PAYMENT PLANS

Your membership and service fees can be paid as part of a Monthly Payment Plan, which may or may not include additional benefits, subject to the plan you choose. Monthly payment plans allow for lower more affordable payments upfront but may cost more overall due to increased handling of transactions (twelve instead of 1) and the additional benefits associated with the particular plan you choose.

Premium Loyalty monthly payment plans may also include an openly declared number of payments, which are treated as donations, to advance the Foundations charitable mission.

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#### 25.140 VOLUNTARY RECOMMENDED DONATION

Some Members prefer to pay donations, others prefer to pay fees. The Foundation needs a balanced approach to accommodate the different opinions of Members and to ensure it can operate in a financially sound manner, in the interests of all members. It should be noted that Donations help the Foundation to keep fees to a minimum. Expenses not generally met by Donations need to be met through payment of Fees.

We request members pay a voluntary recommended donation, so we can continue to keep fees to a minimum. To provide guidance to Members the Foundation includes an amount for a recommended voluntary donation on its invoices as a separately listed item.

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## 25.150 MEDICALERT ENDOWMENT – SPECIAL PURPOSE FUND

**The Foundation maintains a special purpose endowment fund.** Example of use: Displacement of people due to the Christchurch earthquakes and financial stress caused by the global financial crisis impacted the Foundations Revenue. The more recent COVID-19 national medical emergency shutdown resulted in the Foundations operating cash in the bank dropping by more than 58%, which exposed the Foundation to potentially serious financial risk in the months ahead. The Fund can also be used to fund one-off large expenses such as replacing old computer technology.

When these financial shocks arise, the Foundation will always have existing financial commitments, it must honor. The Foundations endowment fund helps protect the Foundation and therefore its Members from financial shocks, so the Foundation can continue to meet its financial commitments and protect members from sudden fee increases. The fund has met this need and fulfilled its purpose on multiple occasions since its establishment.

**This fund requires constant rebuilding, so it is always ready and available for the next often unknown financial risk when it suddenly arises, donations for this specific purpose are genuinely welcomed.**

## 26.00 EMERGENCY IDENTITY AND HEALTH INFORMATION SERVICES

**The Foundations emergency identity and health information services** operate internationally on a Stand Ready 24/7, 365 days a year basis. General Donations received by the Foundation are prioritised for disbursement to provide all members with Free Stand Ready Access to these vital services in both, non-emergency and emergency situations.

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### 26.110 24/7 STAND READY HOTLINE SERVICE

The Foundations New Zealand 24/7 Emergency Hotline number engraved on every members MedicAlert® Medical ID and printed on every members MedicAlert® Medical ID Card is connected to the Central Emergency Ambulance Communications Centre, based in Wellington, funded by the New Zealand Government and staffed by Wellington Free Ambulance Employees.

**The Foundations 24/7 Hotline service** provides live personal, emergency contact and health practitioner identification and emergency medical information as and when required, in New Zealand or Overseas through direct access to the Foundations Global Access Service. Based on provider reporting, 300 - 400+ calls are handled over the Hotline number each month.

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### 26.120 24/7 STAND READY MEDICALERT GLOBAL ACCESS SERVICE

Launched by the Health Minister of the time, the Honorable Tony Ryall, the Foundations secure cloud based Global Access Service is a significant advancement on its original connected health information technology solution. The Service was implemented in advance of the Rugby World Cup, hosted in New Zealand in 2015.

It enables MedicAlert Medical ID's issued overseas to be looked up in New Zealand, allowing New Zealand visitors along with Kiwi Members of the Foundation to be identified in an emergency situation to enable a more timely and appropriate medical response.

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### 26.130 24/7 NEAR FIELD COMMUNICATION (NFC) DIGITAL SERVICES

A quick swipe on the back of your smart phone, enter your personal MedicAlert ID details and you're in. Only your MedicAlert ID details work with your MedicAlert Digital Medical ID Card.

When medical emergencies occur people naturally become nervous, anxious, confused and disorientated. Remembering your medical conditions or the name of your medication can be a real problem when stressed or distressed. Trying to remember a phone username or password is also an unrealistic expectation in this situation.

Privacy and security is an ongoing and serious risk with smart phones, particularly if personal information is visible on a smart phone device should someone come into possession of your smart phone, through theft or other means. Walk by swiping of your ID card will not work either, because your MedicAlert ID number is also required to gain access. With your photo added, everyone can see who your card belongs to in a Medical Emergency.

Unlike the Foundations traditional wallet card, every MedicAlert Digital Medical ID Card now has the built in digital capacity to open your MedicAlert® Emergency Record and allow you to view your information **any time you choose, or in an emergency** by people responding to assist you, but only if they have access to your MedicAlert® Digital Medical ID Card.

Your MedicAlert Digital Medical ID Card can be carried in your purse or wallet, or carried in an identity card clip attached to your clothing, a waist band or belt or with a lanyard, worn around your neck. A perfect workplace solution, when a bracelet or necklace may not be the most suitable solution.

## 27.00 ONGOING MEMBERSHIP SERVICES – 0800 840 111

**Your fees fund** the Foundations Membership Services Department and the Foundations free phone service. Our staff support you, help you maintain your vital information, answer your questions, take payments, receive product orders and respond to public enquiries which help maintain awareness of the Foundations Services and Medical ID's for your protection.

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### 27.110 PERSONAL DEMOGRAPHIC AND HEALTH INFORMATION UPDATE SERVICES

The Foundation provides a data update service for its Members both through secure automated connected health information systems and manual data entry services. The Foundation does not charge additional fees for this service.

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### 27.120 NHI UPDATE SERVICES

Keep your vital information up to date with MedicAlert® Foundation, and other Health Service Providers can be in the loop as well. One service to update all other Medical Service Providers, you visit.

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### 27.130 HEALTH SERVICE PROVIDER ADVOCACY

When your health information is not right, the Foundations staff help you get it right by communicating with your doctor. Missing or incorrect health information is more common than people realise. Health Service Providers are people and people are not perfect, despite their best endeavors and best intentions.

The New Zealand health system is under considerable strain due to an aging population, an aging demographic amongst health practitioners and a lack of trained doctors and nurses. Lack of available time to meet day to day workload requirements puts very real pressure on people and fatigue can occur.

The Foundations staff help you moderate your vital information when you first enroll and set up your engraving profiles. MedicAlert Risk and Privacy ratings are applied to elevate your most vital information and maintain the privacy of information which does not need sharing. We help you make the most important information stand out.

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### 27.140 MEDICAL ID REPAIRS, SERVICING AND SUPPLY OF NEW PRODUCTS

Save yourself time, money and hassle, the Foundation provides a national repair and maintenance service for all its Medical ID's, regardless of how old they are. Fees may apply, please review the Foundations Standard Schedule of Fees and Charges [link].

Every MedicAlert Medical ID comes with a minimum one-year warranty, subject to the terms and conditions specified in the Warranty supplied with your Medical ID. Every Warranty includes fulfilment of your rights, in accordance with the New Zealand Consumer Guarantees Act. Extended Warranty's with benefits in addition to your legal rights are also available [link]

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### 27.150 SUPPLY OF FORMS AND TRAINING MATERIALS

Your team at the Foundation circulate forms to Health Service Providers and training materials to Training Providers on a continuous basis throughout the year. The Foundation also supply quick reference Training Guides for members use and to inform workplace health and safety officers, their committees and wider base of workplace employees. Copies are accessible on the [Foundations Website](#) to be downloaded.

## 29.00 BUILDING COMMUNITY AWARENESS

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### 29.100 COMMUNITY, HEALTH AND MEDICAL CONFERENCES

**Your fees fund educational development**, staying in touch with what's happening in the world of community based health support agencies, health service providers, government agencies, specialised medical groups and information technology advancements & development strategies helps the Foundation stay connected and maintain relationships with people on all levels of the New Zealand health ecosystem.

This engagement also builds knowledge within the Health Sector of the Foundation and its Services.

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### 29.110 TRADE SHOWS

**Your fees fund attendance at trade shows**, which help the Foundations staff get closer to our Members, build public awareness, publicly distribute training guides and enroll new members.

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### 29.120 MEDICALERT SCHOLARSHIP – SPECIAL PURPOSE FUND

Education forms part of the Foundations charitable mission. It is vitally essential your MedicAlert Service Supported Medical ID and Medial ID Card are recognised and utilised in an emergency situation. Having appropriate people from within the Health sector deliver this message is imperative.

It is also imperative we educate people about the impact of avoidable harm. It can be financially and socially devastating to someone who loses their quality of life and means to earn an income. It can also seriously impact their family's quality of life for years to come. [Please donate](#) to support the Foundations Scholarship Fund.

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### 29.130 TRAINING, TRAINING, TRAINING

**Your fees fund training resources**. We can never do enough training, our community is constantly changing and evolving. The Foundation provides training materials to workplace training providers, it delivers training workshops itself and recommends that all employers engage First Aid Trainers, who include MedicAlert® Training in their training curricular.

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### 29.140 AWARENESS, AWARENESS, AWARENESS

**Your fees fund awareness campaigns**. Like training, public awareness is crucial to protect you in an Emergency Situation. Your fees contribute to awareness campaigns run in multiple forms of the media from time to time, as affordable for the Foundation.

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## 30.00 DEVELOPMENT OF INFORMATION TECHNOLOGIES AND SERVICES

**Your fees support** the Foundations systems development initiatives. MedicAlert is now a modern charity with its own software development and support department.

The Foundation is supported by huge international companies with software development and service tools through TechSoup New Zealand. The Foundation utilises Microsoft Azure data center services, Git hub development environments and many other leading software development tools and systems to build its cloud-based information technology services.

MedicAlert in New Zealand also collaborates on projects with other MedicAlert international affiliates, spreading the costs and load on its own resources, for the benefit of its Members in New Zealand.

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### 30.100 HEALTH INFORMATION SYSTEMS AND MANAGEMMYHEALTH

Software systems required to deliver the Foundations unique services are not readily available or financially affordable for community based organisations, such as MedicAlert Foundation. So, the Foundation builds its own software, saving it hundreds of thousands of dollars every year and leverages other health sector solutions such as ManageMyHealth™, to provide specific service outcomes it requires for its members.

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### 30.110 FAST HEALTH INTEROPERABLE RESOURCE (FHIR), CONNECTED HEALTH IT SYSTEMS

The Foundation teamed up with Graham Grieve the Founder of FHIR, who is based in Australia. Graham supported the Foundation on a Pro-bono basis to develop its leading edge FHIR connected data standards. The Foundation has supplied its standards to the Ministry of Health, who are now working on a far wider set of FHIR standards to develop wider connectivity of Health Provider Service data systems throughout the Country.

By working collaboratively with the Ministry, the Foundation aims to have a measurable impact on prevention of avoidable harm in New Zealand. The Foundation is also working collaboratively with other MedicAlert International Affiliates to build more advanced FHIR connected services, in support of MedicAlert Members globally.

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### 30.130 THE FOUNDATIONS WEBSITE

**Your fees fund** provision and update of this website. This is the Foundations tool for communicating with its members, it's maintenance and upkeep is funded through your fees. At present the Foundation is developing a new Website and Health Information Services Portal to improve members accessibility to information and services.

The website is also often the cheapest way to acquire a MedicAlert product or pay a service fee. The Foundations website improves the Foundations productivity and reduces avoidable handling of money. For this reason, promotional discounts available on the Foundations website, only apply to purchases made on the website.

## 31.00 FINANCIAL SUPPORT FOR MEMBERS

The Services and Benefits the Foundation provides its Members are limited by the financial resources available to the Foundation. Payment of fees by all members, is imperative to keep the Foundation financially sound and funded to provide all its members with its Services in their best interests.

However, if you are experiencing Financial Hardship, Work and Income is your first stop to obtain financial assistance to pay your fees, this ensures the Foundation continues to receive revenue to meet its expenses.

Members of the Foundation also recognise, some people from time to time need a helping hand and not all people will in all circumstances qualify for Work and Income support but may still be experiencing some temporary financial difficulties.

Multiple options are available to consider based on the circumstance you find yourself in. The Foundations priority is to assist its Members to continue to benefit from its Services to help mitigate the very real and potentially very serious life changing impacts of avoidable harm. One incident that is prevented by your MedicAlert Service and keeps you out of hospital, could be hugely significant for you.

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### 31.100 WORK AND INCOME SUPPORT FOR MEMBERS EXPERIENCING FINANCIAL HARDSHIP

The New Zealand Government provides financial support to meet the cost of the Foundations fees due to Financial Hardship, this is subject to qualifying requirements and available unallocated funding entitlements.

A Work and Income Disability Allowance Application is required, which is signed by your doctor. Please present your MedicAlert Invoice to your doctor and ask your doctor for assistance to complete the form. <https://www.workandincome.govt.nz/eligibility/health-and-disability/medical-alert-bracelets.html>

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### 31.110 SUPPORT FOR MEMBERS EXPERIENCING FINANCIAL DIFFICULTIES

The Foundation has limited resources for those not experiencing financial hardship as defined by work and income, but who may still have temporary financial difficulties and need assistance to pay their fees.

The Foundation provides a form with its overdue payment reminder notices. This form titled 'Financial Difficulties' should be completed by you and returned to the Foundation to request assistance.

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### 31.120 THIRD PARTY FINANCIAL SUPPORT

In addition to **Work and Income**, other Government Agencies and Community organisations also provide financial support for either enrolling to obtain a membership with the Foundation, and or to meet your annual fees.

**ACC** – Meet the cost of enrolment and fees for people who have had an accident and experience ongoing medical problems as a consequence that warrants MedicAlert Membership. This is approved on a case by case basis.

**HeartKids** – HeartKids provides sponsored Membership Enrolments in partnership with MedicAlert Foundation for children born with congenital heart conditions

**Other Community Organisations** – If you are a member of another Community organisation, ask them if they will sponsor a MedicAlert Membership for you. If not, ask them to contact the Foundation about investigating this option for the benefit of their Members.

The Foundation works with many Community based organisations to enable their Members to benefit from the considerable harm prevention benefits the Foundation provides.

### 32.00 CLINICAL INTEGRITY RESULTS IN CONFIDENCE

MedicAlert® Service Supported Medical ID's stand apart from other similar devices, because they are recognised as being clinically sound and trustworthy. Time saves lives, a trusted source of medical information enables faster, more responsive and appropriate Medical Treatment.

**Your fees include** the Foundations data review, data integrity and any data updating process required.

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### 32.100 SNOMED CT CLINICAL DATA CODING

**Payment of your fees allows** the Foundation to afford to use the latest internationally recognised clinical coding standards for health information. This can result in your health information providing access to a richer source of health information data. Richer health information means better understanding of your medical risk.

MedicAlert Foundation international have worked with the creators of SNOMed CT to expand its data structure for emergency based information and each year when we complete your MedicAlert Health Information Data review (included in your service fee), as SNOMed CT improves, the Foundation works to improve the coding of every Members health Information in the best interests of every member.

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### 32.110 ANNUAL REVIEW OF YOUR VITAL INFORMATION

The Foundations International standards require the Foundation to review every Members data on an annual basis. If your data is found to be incorrect, this can contribute to undermining the integrity of the Foundations Service for every Member.

**Reviewing your data** is not just an internal process for the Foundation, it is also a process the Foundations Member Terms statement emphasises you need to engage with also, to ensure compliance with the Health Information Privacy Code. This is not something you can or should pass off to anyone else, unless they have been granted Legal Power of Attorney or Legal Enduring Power of Attorney, should you become medically incompetent.

**It is your responsibility** to check your information is correct, complete, current and medically actionable and to keep the Foundation updated as and when your information changes. The Foundation works with you to moderate and curate your record to achieve this.

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### 32.120 AUTOMATED UPDATES OF YOUR MEDICAL ALERT DATA

If your Doctor is using Practice Management Software that connects to MedicAlert Connected Health Technologies, (like Medtech 32) the Foundation may receive your updated information automatically and the Foundations systems will automatically process any updates.

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### 32.130 MANUAL UPDATES OF YOUR MEDICALERT DATA

If your Doctor does not have Software connected to MedicAlert Connected Health Technologies, it is imperative you return the Clinical Update Form sent to you by the Foundation every year to confirm either no changes are required, or to provide updated information from your doctor.

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### 32.140 WHAT INFORMATION SHOULD I BE UPDATING

Any information which has changed If you change your name, phone number, address, emergency contact, doctor, or if your emergency contact or doctor changes their information, you need to update this. Medical Information or Documents must be checked, so they are current and stand ready in case of emergency.

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## 33.00 IDENTITY POLICY POSITIONS ADOPTED BY THE FOUNDATION

Over many years Members of the Foundation have discussed and settled on a number of imperative policy positions for the protection of all Members. The following policies drive some of the Foundations most important operating practices to ensure your information and welfare is protected.

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### 33.100 CHILD PROTECTION

MedicAlert Foundation will not engrave a child's name, address or phone number on a MedicAlert Medical ID, without the explicit written permission of the child's legal guardian.

The Foundations 24/7 stand ready Hotline Number engraved on the Childs MedicAlert Medical ID, allows this information to be accessed by appropriate people, such as the Police or a Paramedic, in an emergency situation.

The Foundation believes it is not safe to provide personally identifying information on such a highly recognised emergency information device. This practice could expose a child to the nefarious behavior of another person.

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### 33.110 PROTECTION FROM IDENTITY FRAUD.

MedicAlert Foundation does not engrave personally identifying information on a Medical ID, such as a person's full name, address or phone number.

Firstly, it is not necessary, the Foundations 24/7 stand ready Hotline Number engraved on the MedicAlert® Medical ID, allows this information to be accessed by appropriate people within emergency service organisations, in an emergency situation. This also allows you to change your contact details without having to replace your MedicAlert® Medical ID

Secondly, If the ID becomes lost, this policy protects vulnerable people being approached by another person who may have obtained their personal information from their Medical ID or having access to another's personal information and using it for nefarious purposes.

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### 33.120 PROTECTION FROM UNAUTHORISED NHI ACCESS

The Foundation does not engrave a NHI number on a MedicAlert® Medical ID without explicit written agreement of a Member, as this can also present a serious risk to Identity Fraud and Breach of Privacy.

Besides being unnecessary, the Foundations 24/7 stand ready Hotline Number engraved on the MedicAlert Medical ID, allows this information to be accessed by appropriate people within emergency service organisations as and when required.

Nefarious use of an NHI number can also result in unauthorised access to a Members personally identifying information. Mitigation of this risk is considered to be a serious matter.

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### 33.130 RETURNING LOST AND FOUND MEDICAL IDS

The Foundation generally requires lost and found MedicAlert® Medical ID's to be returned to the Foundation. The Foundation then contacts the member and returns the ID to the Member, free of charge. If the finder is unwilling to do return the ID to the Foundation, the Foundation will request the ID be handed into their local police station, or if necessary, request the police collect the ID from the finder.

If your ID is handed into a local police station, the Foundation will contact you or your contact details will be provided to the Police to either allow you to collect the ID directly, or for the police to return the ID to you.

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## 34.00 MEMBERSHIP RULES AND CLASSIFICATIONS

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### 34.100 WHO SETS THE RULES AND POLICIES OF MEDIC ALERT® FOUNDATION?

The Foundation has over 90,000 active Members across New Zealand. Under the Foundations rules, people elected as Ordinary Members, who are then nominated and elected to the Board are responsible for setting its rules and policies. If you are interested in becoming elected as an ordinary member, you will need a nomination form. Please call Membership Services

**Free Ph:** 0800 840 111

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### 34.110 WHO CAN CHANGE THE RULES AND POLICIES OF MEDIC ALERT® FOUNDATION?

Ordinary Members may change the Foundations rules and policies from time to time, usually this occurs to ensure ongoing compliance with the law, or to improve the Foundation's operation.

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### 34.120 WHY DO I NEED TO BE A MEMBER OF MEDIC ALERT® FOUNDATION?

The Foundation is an Incorporated Society of Members. To benefit from the Society, you need to be a member of the Society. Should you resign your membership, quite reasonably you lose the rights conferred on members.

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### 34.130 WHAT CONSTITUTES 'LIFE MEMBERSHIP' OF MEDIC ALERT® FOUNDATION?

Lifetime membership is conferred by election of the board, under the registered rules of the Foundation. Only a few members have been recognized as Life Members. The Rules in relation to Life Membership have not been changed since their establishment.

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### 34.140 HOW CAN I CONFIRM IF I AM A LIFE MEMBER OF THE FOUNDATION?

You will know because you will have been elected as a life Member of the Foundation, in accordance with the Government registered rules of the Society and a ceremony will have occurred with the Foundations Board. The Foundation has elected two Life Members, who have since passed away.

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### 34.150 DOES THE TERM LIFE MEMBER MEAN THE SAME AS FOUNDATION MEMBER?

In the past some staff of the Foundation used the term 'Life Member' to describe long term members of the Foundation, unaware the Foundation had a clearly defined classification for 'Life Members' and their use of this term was mistaken and erroneous. To correct this matter, the Foundation stopped this and commenced referring to long term Members as Foundation Members, to avoid any future confusion.



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#### 34.160 WHO IS A MEDIC ALERT® MEDICAL IDENTIFICATION MEMBER?

When enrolling with the Foundation to receive the benefits of the Foundations services and Medical ID's, a person becomes a Medical Identification Member.

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#### 34.170 IS IT POSSIBLE TO HAVE MORE THAN ONE CLASSIFICATION OF MEMBERSHIP?

Yes, you can be a Medical Identification Member, benefiting from the Foundations products and services and be elected as an Ordinary Member by the Board, this is a second classification which comes with different entitlements.

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#### 34.180 WHATS THE DIFFERENCE BETWEEN A FOUNDATION MEMBER AND A SERVICE MEMBER?

The Board have approved entitlements for different types of Members, such as discounts on fees for long term Members, like Foundation Members, or for Children or a Senior Citizen for example.

Every Member classified as a Medical Identification Member, regardless of what type of Member they are, has the same minimum level of service benefits. Beyond this a Member can choose from a variety of service plans, which may include additional benefits or entitlements, which suit their personal needs or requirements. Additional fees for such usually apply.

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#### 34.190 IS IT POSSIBLE A 'LIFE MEMBER' MAY NEED TO PAY FEES?

The Rules of the Society delegate authority to the Board to set fees for any and every class of Membership. At present no fees apply for being a Life Member. However, some Members have become confused about what constitutes a Life Member of the Foundation, if you would like more information please contact the Foundation; [Inquiry@medicalert.co.nz](mailto:Inquiry@medicalert.co.nz)

If a person in accordance with the government registered rules of the society is elected by the board as an Ordinary Member and has subsequently been bestowed Life Membership and that same person is also classified as a Medical Identification Member, having enrolled with the Foundation to benefit from its products and services, this person will still be subject to any fees that have been set by the Board for Medical Identification Members.

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#### 34.200 HISTORY OF THE FOUNDATION CHARGING FEES.

The Foundations records show the Foundation had fees and regularly issued notices each year to members requesting payment for fees prior to 1 July 2007, when the Foundations updated its government registered rules clarifying liability for payment of annual fees. These fees attracted GST, from when GST was first introduced and were processed as such, so could not have been regarded as anything other than fees.

However, back then the invoice issued to collect fees was structured as a proforma invoice. This meant the fees were only recognised when the payment of the fee was received. Back in these times the Foundation did not issue reminder notices, so it was easy for people to forget to pay and then think no fees applied, when they did.

Some members have also said when they enrolled no fees were charged, they just had to purchase a Medical ID. Even today despite very clearly written rules, with members agreeing to pay fees and then doing so, they forget and need to be reminded.

Membership of the Foundation is also ongoing, some therefore consider themselves to be life members without having been formally bestowed as life members, because Membership is ongoing this is understandable and in less formal times before the law changed, use of this term also confused the Foundations staff and this in turn has led to Members being confused.

Informal use of the term 'life member' has then also led to some people incorrectly believing, thinking or assuming payment of fees is voluntary, because 'life members' of other organisations don't have to pay fees, which is obviously incorrect.

In 2006, from 2007 to 2019, the Foundations Members elected to the board decided for any Member already enrolled prior to 2007, payment of fees would be voluntary and only a donation would be requested each year.

12 years later and times have changed, the law has changed, compliance costs have increased significantly and members wanted a faster response from staff, so with all this, in 2019, the board found it could no longer afford to employ more staff or support and service all Members to an acceptable standard, without charging annual fees to all.

## 35.00 COMMENCEMENT OF COMPULSORY FEES FOR MEMBERS

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### 35.100 WHAT CHANGED EFFECTIVE 1 JULY 2007, REQUIRING FEES AFTER THIS DATE?

Members decided in 2006, that fees would be compulsory for all Members who enrolled after 1 July 2007. There appeared to be some confusion prior to 2006 about fees being compulsory or voluntary, due to the use of proforma invoicing.

Payment of a fee was specifically added to the Foundations Terms and Conditions of Membership for anyone who enrolled on or after 1 July 2007 to eliminate any prior confusion, or misunderstandings which may have previously existed.

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### 35.110 WHY WERE FOUNDATION MEMBERS NOT COMPELLED TO PAY THE FEE FROM 1 JULY 2007?

Members at the time, elected to manage the Foundation (the Board), appeared to want to draw a line in the sand to attend to previous confusion, which may have existed and needed to improve the financial viability of the Foundation, if the Foundation was to continue to operate in a financially sound manner in the future.

At the time, they choose to allow voluntary payment of fees for Foundation Members and some agreed. However, most Foundation Members at this time who were making payments to the Foundation, wanted their payments to be treated as donations.

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### 35.120 DID ANYTHING ELSE IMPACT THE FOUNDATION LEADING UP TO 2006 THAT EFFECTED FEES?

Government had introduced GST prior to 2006 and had also increased the rate of GST from 10% to 12.5%. This would have been a very real matter of consideration at that time, as it would have negatively impacted revenue. A recessionary economic environment also followed both the introduction and increase in GST.

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### 35.130 HAS ANYTHING ELSE CHANGED THAT HAS IMPACTED THE FOUNDATION?

While the Foundation is a charity, its operation is subject to the same employment and goods & services related taxes, every commercial business in New Zealand pays. Compliance costs, minimum wage rates and all number of other costs incurred by the Foundation directly impact it financially, as well as being impacted by other companies charges, when they provide products or services to the Foundation and have also been impacted by these costs increasing year on year.

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### 35.140 IS IT REASONABLE TO EXPECT CHARITIES TO OPERATE ON DONATIONS ONLY?

Not any longer. The Foundation received about \$100,000 in donations in its 2019 financial year, at this time it needed to generate two million dollars in revenue annually to service its 90,000+ Members throughout the country. Expenses have increased since and will continue to do so, if for no other reason than compliance and inflation.

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### 35.150 DO ALL MEMBERS OF THE FOUNDATION NOW HAVE TO PAY FEES?

Generally, yes, the costs of running the Incorporated Society and providing its services for the benefit of all members are mainly funded through fees. Membership fees and service fees are necessary to cover the cost of running the Foundation and providing the Foundation's services.

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### 35.160 WHAT IS THE STATUS OF FEE EQUITY ACROSS THE FOUNDATION'S MEMBERSHIP BASE?

In 2017-18 Foundation Members accounted for approximately 70% of the Foundation's membership base but were contributing to approximately only 7.7% of the Foundations revenue. Members have decided this is not equitable nor reasonable, particularly for a Charity. Members have decided donations can no longer be solely relied upon from those who are Foundation Members to meet their share of the Foundations costs.

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#### 35.170 WHO IS COVERING THE FOUNDATIONS COSTS?

Service Members who enrolled after 1 July 2007 now account for approximately 30% of the Foundation's Membership base but contribute over 61% of the Foundation's revenue. Therefore, Members feel this is inequitable and, in all fairness, needed changing. The value of the service fee was reduced for the 2019-2020 financial year; with the expectation more members will be paying their fees in the future.

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#### 35.180 DOES THE FOUNDATION REVIEW ITS FEES FROM TIME TO TIME?

Fees are reviewed annually at the June Board Meeting. Donations received during the past financial year are a factor which is considered when setting fees. Increasing or declining donations can have an impact. Members who have not paid their fees also impacts the review, as this reduces the total revenue the Foundation receives.

The Foundation DOES NOT MAKE PROFITS, but it does need to generate a cash flow surplus to meet its future capital investment requirements and to progressively increase its endowment and scholarship funds, but beyond this the Foundation does not seek to generate any more money than it requires to meet its day to day operational requirements.

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#### 35.190 HOW HAS THE FOUNDATION COMMENCED FEES FOR FOUNDATION MEMBERS?

From March 2019, the Foundation commenced notifying Foundation Members of the commencement of fees as their rollover month approached, with invoices issued a month later for payment on or before their rollover date in the next month. So, this is a two to three-month process.

Membership Fee is \$10.00 per year, Service Fee is discounted from \$40.00 to \$25.00 per year and a recommended voluntary donation of \$15.00 is recommended. The Foundation issues a legal invoice which is fully itemized.

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#### 35.200 WHAT IF THE MEMBER WANTS TO PAY A FEE BUT NOT A DONATION?

All fees are itemized and, on the Foundation's legal invoice, a total for the fees only portion is itemized. The Voluntary Recommended Donation is clearly noted and also itemized and the combined total of both is itemized. This ensures everyone is fully informed and no-one is confused with regard to what they are paying for – It is your decision.

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### 36.00 ENROLLMENTS, ONGOING MEMBERSHIP AND RESIGNATIONS

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#### 36.100 HOW DO I ENROL WITH MEDIC ALERT® FOUNDATION?

Go to the Foundation's website, complete the online enrolment process, then have your doctor submit your medical information. <https://www.medicalert.co.nz/>;or

Download an Enrolment form, fill it in and again ask your doctor to complete your medical information. Most Doctors practices also have enrolment forms available. <https://www.medicalert.co.nz/content/become-a-member/download-forms.aspx>

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#### 36.110 WILL MEDIC ALERT® ACCEPT SELF-DIAGNOSED MEDICAL INFORMATION?

No, because self-diagnosis is not considered a safe practice. The risk of harm due to an incorrect diagnosis is too high. Even Doctors who are fully trained medical professionals are required to have another doctor diagnose them and provide prescriptions, due to the serious risks of self-diagnosis.

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#### 36.120 WHY DOES THE FOUNDATION PROVIDE THE BENEFIT OF ONGOING MEMBERSHIP?

Most members of the Foundation have ongoing chronic, hidden or life-threatening medical risks, ending a membership ends access to vital member information, this is too high a risk, so membership is ongoing.

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### 36.130 WHEN DOES A PERSON'S MEMBERSHIP OF THE FOUNDATION END?

Membership is ongoing until a member resigns or passes away. Late or non-payment of fees does not automatically constitute resignation, nor automatic cancellation of membership. Submission of your resignation should be timed before commencement of a new membership year has become active, to avoid legal liability for such fees.

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### 36.140 WHY IS MEMBERSHIP WITH THE FOUNDATION ONGOING?

By far the majority of people who enrol with the Foundation have ongoing medical risks that do not go away. They see use of the Foundations service supported MedicAlert® Medical ID's as an ongoing benefit. Ongoing awareness and continuity of services is most important for the protection and benefit of all members. As the Foundation builds and maintains awareness of its services on an ongoing basis, each member benefits on an ongoing basis.

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### 36.150 DOES THE FOUNDATION CANCEL MEMBERSHIPS?

Not usually. The Foundation's policies allow for this, but it is very rare. If a Member doesn't pay their fees and does not communicate with the Foundation, or keep their information up to date, keeping them as a member may not be in the best interests of other members, so while rare and unlikely, cancellation of membership may be a possibility.

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### 36.160 HOW DO I RESIGN MY MEMBERSHIP?

The Foundation has a [written process for resigning membership](#) and a cooling-off period for the purpose of member due diligence, their safety and to confirm the legal veracity of a resignation. The policy information with a formal response form are provided as one document. Some Members may be exposed to coercion or unreasonable pressure by close family members (like elder abuse) and feel they are under duress to resign. The Foundation needs to mitigate these risks, before it removes vital personal and health information from its Service Systems.

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### 36.170 IF I RESIGN FROM MEDIC ALERT® FOUNDATION, DO I STILL HAVE TO PAY MY FEES?

Only if you have overdue fees when you resign, you remain liable for overdue fees until they are paid. Resigning does not end your liability for payment of fees that are already overdue because you have already begun to benefit from your membership and from the data maintenance and review service the Foundation performs in your rollover month.

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### 36.180 HOW LONG IS THE FOUNDATIONS COOLING OFF PERIOD?

A cooling-off period of 28 days applies when members resign. The Foundation has found people, particularly older people can be easily and inappropriately be influenced by misinformation and false assumptions, which can lead to impulsive poorly considered decisions. Social media can be a contributor to this problem, elder abuse can also be an issue. The Foundation needs to be careful to mitigate this, as it could result in exposure to avoidable harm, if vital information is removed and a member then changes their mind.

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### 36.190 HOW DOES THE FOUNDATIONS COOLING-OFF PERIOD WORK?

When the Foundation receives a completed (signed) Foundation resignation form, it updates your membership status to 'resigned', this will prevent any future fees which you may have otherwise become liable for from being charged. As of the date of this status change, the 28-day cooling off period commences. If you change your mind during this period, your membership can be reactivated without any charges applying. After the 28-day period, your information will no longer be accessible to the Foundations staff and your account is closed.

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### 36.200 WHAT HAPPENS IF I DO NOT RETURN THE SIGNED RESIGNATION FORM?

The Foundation has put rules in place to protect you and the integrity of the service you benefit from, in the interests of all members. The Foundations staff are required to follow these rules and need to be able to demonstrate they have followed the rules. The Foundation is audited annually.

If you do not cooperate, you are undermining the process and not effectively assisting the Foundation to ensure compliance with its rules. The Foundation often finds when forms are not returned, members have decided to continue their membership. Therefore, as a matter of due diligence and health consumer safety, the Foundations staff must not be second guessing and should not be processing a resignation in these circumstances.

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### 36.210 IS THE FOUNDATIONS RESIGNATION FORM EASY TO COMPLETE?

The Foundation has a [simple and straightforward form](#) to complete and return, the Foundation provides a freepost self-addressed return envelope for you to use, to ensure it can be returned reliably. The form involves little more than ticking a few check boxes, so the Foundation knows you understand the rules and consequences, have signed the form to confirm your intent, then scan and email, or post it back to the Foundation.

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### 36.220 SHOULD I CONFIRM THE FOUNDATION HAS RECEIVED MY RESIGNATION?

Yes, this is most important, in the Foundations experience, the New Zealand postal system has become very unreliable. It is not uncommon for forms to be lost in the mail. The onus of responsibility is on you to ensure the Foundation has received and processed your formal resignation response form.

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### 36.240 WHEN DOES THE FOUNDATION PROCESS RESIGNATION RESPONSE FORMS?

Members enrol with the Foundation and resign from the Foundation every day. Processing these requirements is an unremarkable and straight forward daily routine for the staff. As soon as a completed form is received it is processed.

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### 36.250 WHAT HAPPENS IF I RETURN A FORM I HAVE NOT COMPLETED CORRECTLY?

The Foundations forms are deliberately designed to be very clear, easy to understand and complete. The staff are not permitted to second guess members intentions and process incomplete forms. In the unlikely situation that a form is received that is incomplete, the staff will need to return the form, so you can finish completing it and return it to the Foundation.

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### 36.260 IF I DON'T WANT TO BE LIABLE FOR NEXT YEARS FEES WHEN MUST I RESIGN BY?

You receive your fee invoice a minimum of 10 days before your annual rollover date. This gives you time to make this decision and inform the Foundation.

The line in the sand is your rollover date. If you contact the Foundation after your rollover date has passed, you become liable for the fees, because your membership and service for the next year has already commenced. Some lenience is shown during the first month of membership, where circumstances permit.

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### 36.270 WHAT HAPPENS IF I DO NOT RETURN THE RESIGNATION FORM UNTIL AFTER THE ROLLOVER DATE?

Having requested resignation before your rollover date, the obligation is then on you to complete the Foundations Resignation Response Form and return it within 28 days of the date it is issued.

If the form is not received, the Foundation continues your membership on the basis you have changed your mind (which is common), and you will remain liable for the fees.

If the Form is completed accurately and returned within the 28 days of the date it is issued, you will not be liable for the fees.

## 37.00 MEDICALERT FOUNDATION INTERNATIONAL RECOGNITION

### 37.110 IS MEDICALERT® FOUNDATION RECOGNISED NATIONALLY AND/OR INTERNATIONALLY?

MedicAlert® Foundation is a well-established and internationally recognised organisation with World Health and World Allergy Organisations recommendations among many others, including a range of specialty organisations supporting Diabetes, Alzheimer's and other health related conditions.

1. MedicAlert®'s Service is recommended by the New Zealand Government Health Quality and Safety Commission for prevention of drug related Avoidable Medical Harm <https://www.hqsc.govt.nz/assets/MedicationSafety/SafetySignal-PR/SafetySignalADR.pdf>
2. The Foundations MedicAlert® Medical ID's provide information required to obtain access by approved agencies to Members vital information through its 24/7 connected health information systems to facilitate faster diagnosis and more timely and appropriate medical treatment.

### 37.120 WHY IS MEDICALERT®'S SERVICE TRUSTED?

Emergency Responders and Health Professionals know health information sourced through MedicAlert®'s Service is clinically validated and clinically verifiable 24/7. A MedicAlert®'s Logo on a Medical ID, provides the assurance, the wearer is a Member of the Foundation.

### 37.130 WHO NEEDS A MEDICALERT® SERVICE SUPPORTED MEDICAL ID?

Typically, it is strongly recommended people who have rear, hidden or potentially life-threatening medical risks, who may also have an exposure to a medical risk that may commence while in the community environment, wear a MedicAlert® Medical ID. Enabling a Good Samaritan to recognise you have a medical risk is the most important step in the process, when a medical even occurs. From this paramedic and hospital professionals can then respond in a timely manner and on a prioritised basis, when required.

It's well known all MedicAlert® Medical ID's are service supported with a patient centric health information service accessible through multiple secure channels, but most commonly through the Foundations 24/7 connected Health IT services and the Foundations 24/7 Hotline service.

## 38.00 SERVICE SUPPORTED MEDICAL ID'S

### 38.100 WHAT GETS ENGRAVED ON A MEDICALERT MEDICAL ID

- a. The MedicAlert® New Zealand international Hotline number, so MedicAlert can speak for you, if you cannot speak, most importantly when you are first discovered.
- b. Your most important clinically validated Medical Information – Medical Information must be known to be inherently trustworthy, if it is going to be respected and used by health professionals.
- c. Your unique MedicAlert ID number – to identify you and access your additional vital information in an emergency anytime, anywhere via the hotline or through secure connected digital technologies, particularly if you cannot speak, are confused, dizzy, experiencing anxiety or embarrassment, have a memory problem, or are experiencing shock and cannot accurately articulate your medical risks.

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#### 38.105 DOES YOUR MEDIC ALERT® ID NUMBER HAVE A WIDER PURPOSE THAN JUST BEING A MEDICAL ID?

Absolutely and for very important reasons: A MedicAlert® Service Supported Medical ID can do so much more than simply serve as an ID.

- a. It can enable you to have your Health and Disability Commissioner – Health Consumer Rights 1994 exercised, reducing anxiety and stress for you and your family, providing peace of mind.
- b. By the Service being utilised correctly, it has been proven it can prevent and mitigate Health Provider Complaints that add to the stress you and your family may feel, which also add unnecessary cost and time wasting to the Health System, providing you and your family with peace of mind.
- c. It keeps your personal identity information private and confidential, until it is necessary for this information to be shared in your best interests, giving you peace of mind.
- d. By keeping your personal identify information private, it helps mitigate unintended consequences such as identity fraud and functions as a device that protects children and their identity.
- e. If someone thinks they need to know your or your child’s identity they are forced to contact emergency services and declare who they are and where they are, before any information is released, provided the circumstances presented warrant appropriate release of information, before emergency services arrive on the scene.
- f. If a child or person with dementia is wandering or lost, it facilitates engagement between a Good Samaritan and emergency services to have the person identified and returned safely to their home and family.
- g. It can enable emergency and primary health provider contact identification and notification if deemed necessary from the point you are first discovered.
- h. It can provide emergency access to legal Advance Directive and Enduring Power of Attorney Documents, if you have this service activated.
- i. It can provide access to Emergency Medical Action Plans stored digitally for access in an emergency to protect and save your life.
- j. Your MedicAlert Medical ID is not just an ID, it is a Service Supported, Clinically Validated Medical ID and provides considerable peace of mind.

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#### 38.110 WHAT DOES MEDIC ALERT® CLINICAL VALIDATION MEAN?

Clinical Validation means the health information on file, some or all of which may be engraved on a MedicAlert® Medical ID or printed on a MedicAlert Medical ID Wallet Card, is sourced from a Registered Health Professional.

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#### 38.120 WHAT DOES MEDIC ALERT® CLINICAL VERIFICATION MEAN?

Clinically verifiable means the Foundation maintains an auditable record of health information that can prove the clinical source of the health information and the wearer of every MedicAlert® Medical ID in active use.

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#### 38.130 WHEN DOES A MEDIC ALERT® MEDICAL ID STOP BEING VALID?

When a member resigns the Medical ID should no longer be used as the ‘Service Promise’ for first responders and health professionals, is no longer valid, the wearer cannot be identified, nor is health information clinically verifiable any longer and other important information such as supporting medical and legal documents such as an Emergency Medical Action Plan, or Enduring Power of Attorney document will no longer be accessible.

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#### 38.140 I ONLY HAVE ONE MEDICAL CONDITION; DO I NEED A SERVICE?

Every Member is benefiting from the work of the Foundation over many decades since its commencement in New Zealand in 1962. Building and maintaining public awareness to ensure your MedicAlert® Medical ID is instantly recognised, trusted and correctly utilised, is imperative, it can save your life.

While members may have differing levels of service needs, every member benefits from this ongoing work. By all Members contributing a little to the cost of running the society and its services, fees can be kept affordable for all.

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### 38.150 WHY IS AFFORDABILITY SO IMPORTANT?

Here are a few imperative reasons:

1. If you have an over exposure to the health system due to your medical risks, keeping your health service related costs to a minimum, is extremely important to you.
2. If you have very few medical risks, or maybe only one, you don't want to be exposed to unnecessary costs, so equally, keeping costs to a minimum, is extremely important to you.
3. MedicAlert Foundation is a Charity and by being structured this way the Foundation can leverage rates not available to commercial for profit companies, saving potentially hundreds of thousands of dollars in expenses every year. These savings directly benefit members by keeping fees affordable.
4. If someone despite the fees being affordable, has financial problems, keeping fees affordable enables more people to be assisted and supported when experiencing temporary financial difficulties.

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### 38.160 WHEN SHOULD I REPLACE MY MEDIC ALERT® MEDICAL ID?

It's not always obvious to some people as to when they should replace their MedicAlert Medical ID. The measure however involves a relatively straight forward judgement.

1. Is the Medic Alert® Logo clearly visible and recognisable?
2. Would the engraving on the MedicAlert® Medical ID be clearly readable in an emergency situation at night?

If the answer is no to either question, your Medical ID is worn out and should be replaced. It is in your best interests to replace your MedicAlert Medical ID before it is unrecognisable or unreadable.

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### 38.170 WHAT IS THE EXPECTED LIFE OF A MEDIC ALERT® MEDICAL ID?

Each person will have a different experience based on their personal chemistry, lifestyle, working environment, exposure to chemicals and other factors. Some may need to replace their Medical ID in less than two years, for others, with exactly the same Medical ID, it may still be recognizable and readable many years later.

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### 38.180 WHAT CAUSES MEDIC ALERT® MEDICAL ID WEAR AND TEAR?

Naturally occurring chemicals on your skin (body chemistry), plus dirt and dust and other contaminants cause wear and tear to metal bracelets, this is not a defect, it is normal and for example occurs with other body worn products like rings.

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### 38.190 IF I NEED MORE ENGRAVING ADDED. DO I NEED A NEW MEDIC ALERT® MEDICAL ID?

Not necessarily, if the ID is generally in good condition and space is available to add more information, the Foundation will assist you by adding additional engraving to your ID. Additionally, if you have an older diamond tip 'Scratch' engraved ID and would like to upgrade to Laser engraving, this may also be possible, subject to your ID's remaining thickness of metal. Charges apply.

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### 38.200 WHAT MEDIC ALERT® MEDICAL ID IS THE HARDEST WEARING?

Not all stainless steel is the same. MedicAlert Foundation uses higher grade Stainless Steel in its Medical ID's for improved durability and wear.



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#### 38.210 HOW AFFORDABLE ARE MEDIC ALERT® MEDICAL ID'S?

The range of MedicAlert® Medical ID's has changed considerably over recent years, so too has pricing. Many products are now cheaper than they were 10 years ago. Promotional discounts are also available to members from time to time. Pricing is reflective of the quality of the product and elements they contain, such as precious metals.

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#### 38.220 WHAT'S INCLUDED WITH A NEW MEDIC ALERT® MEDICAL ID?

Medic Alert® Foundation will process any required personal or medically validated information, lodge it on your Medic Alert® Emergency Medical Record, customize the engraving to meet your personal risk profile (in accordance with health information standards and privacy/ risk ratings), then laser engrave your Medic Alert® Medical ID.

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#### 38.230 HOW DO MEDIC ALERT® MEDICAL ID'S GET SENT OUT?

Medic Alert® Foundation send all custom engraved MedicAlert Medical ID's in bubble bags by Track and Trace Courier, to prevent your Medical ID from being damaged in transit and to help reliably and timeliness of delivery.

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#### 38.240 WHAT DO I NEED TO CONSIDER WHEN I CHOOSE A MEDIC ALERT® MEDICAL ID?

Not every MedicAlert® Medical ID is suitable for use by every person. Consider the environment you live and work in and how frequently you may need the engraving updated due to changing diagnosis, before choosing your Medic Alert® Medical ID.

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#### 38.250 WHAT SAFETY PARTS ARE ON A MEDIC ALERT® MEDICAL ID?

Every bracelet has J rings and a clip, these can stretch or break when caught or pulled to prevent bodily wrist damage. This is for health and safety purposes; it is not a defect and the parts should be replaced from time to time.

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#### 38.260 HOW LONG MIGHT IT TAKE FOR ME TO RECEIVE MY MEDICALERT MEDICAL ID

If your clinically verified medical information is supplied at the time your order is received, you should expect to receive your Medical ID within 10 working days, often it takes less time. **An urgent service is also available**, a fee applies

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#### 38.270 CAN A STAINLESS-STEEL MEDIC ALERT® MEDICAL ID HURT YOU?

Medic Alert® Medical ID bracelets like stainless steel have safety parts with a breaking strain of 8 to 10 kg to prevent bodily wrist damage. Do not wear Stainless Steel Medical ID's with soldered or welded j rings and clips.

Check your bracelet and replace the safety parts from time to time, so you do not lose the bracelet. Stainless Steel includes nickel and may not be suitable for people with this allergy.

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#### 38.280 IF MY MEDIC ALERT® MEDICAL ID BRACELET FALLS OFF, WHAT SHOULD I DO?

Send the bracelet back to Medic Alert® for a safety part service, before metal fatigue may cause you to lose it again permanently. A service charge and parts replacement cost apply.

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#### 38.290 WHERE CAN I GET MY MEDIC ALERT® MEDICAL ID REPAIRED?

The Foundation can repair your ID, usually at a much cheaper rate than any Jeweller, so you may not need to buy another. Please call Membership Services on the free phone number: 0800 840 111.

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### 38.300 WHAT MEDIC ALERT® MEDICAL ID IS BEST FOR BABIES AND TODDLERS

A petite stainless steel MedicAlert Medical ID is best for use by babies and toddlers. It is lightweight, low maintenance and difficult to remove. It can also be customized to fit a small wrist.

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### 38.305 WHAT MEDIC ALERT® MEDICAL ID IS BEST FOR USE IN A FACTORY OR AROUND MACHINERY?

A necklace or dog tag which hangs low behind your clothing to prevent it becoming caught in machinery is recommended. You need to consider all personal and environmental factors you are exposed to. Many people have more than one Medical ID for use in different environments, or in different situations, such as a special evening out.

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### 38.310 WHY DON'T WE HAVE ONE MEDIC ALERT® MEDICAL ID SUITABLE FOR ALL TO USE?

There isn't one bracelet or necklace option that suits the needs or expectations of all Members. What is most important to know, is the Medic Alert® Medical ID, Logo and service system is the most recognized, respected and trustworthy Medical ID System in New Zealand. It's proven and is provided in accordance with clearly defined standards.

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### 38.320 NEW LASER ENGRAVING – IMPROVING ALL WEATHER AND NIGHT CONDITION VISIBILITY

The Foundation's Members have now invested in a **Laser Engraver** for its MedicAlert® Medical ID's. This significantly improves its readability in difficult weather conditions. Some scratch engraved Medical ID's can be engraved a second time, using this new technology. If your ID is past its best, consider upgrading to a MedicAlert Laser Engraved Medical ID.

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### 38.330 HOW DO I KEEP MY MEDIC ALERT® MEDICAL ID FIT FOR USE?

Keeping your MedicAlert® Medical ID clean, up to date and clearly readable is an important responsibility of every member. Please take this matter seriously, a worn-out ID is not in your best interest.

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### 38.340 SHOULD I GET MY MEDIC ALERT® MEDICAL ID RE-ENGRAVED?

Yes, if this is possible. Not every ID is suitable for re-engraving. This is a much cheaper option than buying a new Medic Alert® Medical ID. Send your ID to the Foundation, the safety parts can be replaced at the same time. It's like giving your Medic Alert® Medical ID an upgrade.

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### 38.350 HOW DO I GET MY MEDIC ALERT® MEDICAL ID RE-ENGRAVED?

Free Call 0800 840 111 or email [Inquiry@MedicAlert.co.nz](mailto:Inquiry@MedicAlert.co.nz) to discuss this option and receive instructions.

If the Foundation finds it is not an option for your ID, they will let you know so you can consider other options.

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### 38.360 WHAT ARE PARAMEDICS TRAINED TO LOOK FOR?

Paramedics are trained to look for the MedicAlert® Logo. Emergency Responders and Health Professionals know the MedicAlert® Logo represents a trustworthy, clinically sound and reliable source of verifiable vital identification and medical Information.

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### 38.370 DO OTHER MEDICAL ID'S GET RECOGNIZED?

In the Foundations experience, usually no. To avoid confusion the Foundation only provides training and educational material that specifically supports recognition of a Medic Alert® Medical ID. The Foundation also runs awareness campaigns to ensure its Medical ID's are recognised and utilised in times of need.

## 39.00 FREE LOST AND FOUND MEDICAL ID RETURN SERVICE

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### 39.110 I HAVE LOST MY MEDICAL ID, HOW CAN I GET IT BACK?

MedicAlert Foundation provides a national lost and found service for Medical ID's. No charges apply, the Foundation will return your Medical ID at no additional cost to you, saving you time and money.

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### 39.120 HOW DOES THE MEDIC ALERT FOUNDATION LOST AND FOUND SERVICE WORK?

Lost and Found Medical ID's can be returned to the Foundation, the Foundation will identify the owner and return the ID using Track and Trace Courier at no cost.

Alternatively, a Lost and Found MedicAlert Medical ID can be dropped into a local police station, the Foundation will provide the Police the details of the owner to enable it to be collected. Either the Foundation or the Police will contact the owner to notify them where to collect the Medical ID from.

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## 40.00 BEWARE OF COPY-CAT, UNRECOGNISED OR UNSAFE MEDICAL ID'S

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### 40.110 WHAT'S THE PROBLEM WITH OTHER ID'S, NOT SUPPLIED BY MEDICALERT® FOUNDATION?

Many serious problems exist which undermine the integrity, trustworthiness, and safety of these other ID's. At the most basic level, they generally have no independent clinically verifiable integrity, so they are prone to unreliable misinformation and therefore can put the hard-earned reputation of a Paramedic or Health Practitioner at risk if they use one and someone then gets harmed.

Often the people who engrave these products are not competent to recognise medical information errors and have no technology-based systems to recognise errors. The suppliers of the products provide no clinically sound supporting services to ensure these products are recognised in emergency situations and have been found to be providing engraving advice, which is not considered to be in best interests of the wearer and can expose the wearers to identity fraud.

The Foundation has also discovered the T & C's of some of these online traders state their product may not be recognised, which in the Foundations opinion makes them worthless and possibly in breach of consumer law by selling a product that has no value.

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### 40.120 WHAT'S THE BIGGEST PROBLEM WITH ONLINE ID TRADERS?

They generally all use the same logo (possibly in different colours) that is uncontrolled and virtually indistinguishable from each other in an emergency situation. If one supplier is a bad actor, it undermines the integrity of every other product sold that looks so similar.

### 40.130 WHAT ELSE IS WRONG WITH OTHER ID TRADERS?

Some have been found using the Foundations Registered Trademarks online, claiming to be MedicAlert®, Medic Alert® or words so similar like Medical Alert, which is also a breach of trademark. At present, only MedicAlert® Foundation sells, distributes and services its Medical ID's in New Zealand.

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### 40.140 HOW CAN YOU KNOW IF AN ID TRADERS PRODUCT HAS LIGITMACY?

Look at the Terms and Conditions on their Website. In the Foundations experience traders selling unsafe products will include disclaimers and accept no responsibility for the integrity of the product they sell, the information they engrave, nor that the product will be recognised and serve its purpose in an emergency situation. If you see these disclaimers, it is likely the product is not fit for purpose.

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#### 40.150 HOW CAN I BE CERTAIN I AM BUYING A MEDIC ALERT® MEDICAL ID?

Always look out for the MedicAlert® Logo. To be certain place your order using the Medic Alert® Website or call MedicAlert® Membership Services.

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#### 40.160 WHAT IF I HAVE A COPYCAT OR UNRECOGNISED ID?

The Foundation may replace these products with a Free custom engraved Stainless-Steel Medical ID, provided you are enrolled as a Member of the Foundation and have paid your fees.

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### 41.00 ACCESSING MY VITAL INFORMATION - MEDICALERT CONNECTED HEALTH TECHNOLOGIES

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#### 41.110 HOW DO I SEE MY INFORMATION ON FILE WITH MEDIC ALERT® FOUNDATION?

Every Medic Alert® Member is given a free ManageMyHealth account to view their information on file with the Foundation. If you have a MedicAlert Digital Medical ID Card, you can also see your information on an NFC compatible smart phone. (Due for release in Nov 2019)

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#### 41.120 WHAT IS MEDICALERT®'S 24/7 GLOBAL ACCESS SERVICE?

This is an internationally connected emergency health information system. It enables the Foundation to use a Medic Alert® Medical ID distributed in another country to be searched in New Zealand to identify the wearer and their other vital information, as if they obtained their Medic Alert® Medical ID in New Zealand.

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#### 41.130 HOW DOES THE 24/7 MEDIC ALERT® GLOBAL ACCESS SERVICE GET ACCESSED?

The Central Ambulance Communications Centre (CACC) based in Wellington, NZ, has authorized access to MedicAlert® Foundation's NZ based Global Access Service. Using an active MedicAlert® Medical ID, Comms Centre staff can obtain vital data to identify you and your medical risks.

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#### 41.150 HOW DO PARAMEDICS IN NZ ACCESS YOUR MEDIC ALERT® INFORMATION ON FILE?

Normally the Foundation expects them to use the Hotline Number engraved on your Medical ID, along with your unique MedicAlert® ID number. Paramedics also have RT Systems and mobile devices/phones they may use to request your vital information from the Government funded Central Ambulance Communications Centre (CACC), which provides nationwide and international access to your vital information in an emergency.

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#### 41.160 HOW DOES A GOOD SAMARITAN ACCESS YOUR MEDIC ALERT® INFORMATION ON FILE?

Call 111 in New Zealand or use the 24/7 Hotline number. Release of information is subject to the circumstance of the situation. Information can be disclosed if believed to be in the Members best interests.

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## 42.00 ABOUT THE FOUNDATIONS ONGOING SERVICES

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### 42.110 WHY DO MEDIC ALERT®'S MEMBERS WANT SUPPORTING SERVICES?

Ambulances are not as readily available as people generally think –an hour or more can pass, particularly in rural areas. You may find the person who is first to find you, is the person you will become dependent on to help save your life or help prevent you from becoming exposed to a life-time impact from avoidable harm. Our Services help bridge the information GAP, which exists between Health Care, Emergency Services and a Community Response, which could occur anywhere, including during a civil emergency. Medical Incidents can occur at any time, or when you least expect. Having a service supported MedicAlert® Medical ID, is a relatively small investment to help protect yourself from what can be the very serious and economically debilitating impacts of avoidable harm. Also, when appropriate, avoiding one overnight stay in a New Zealand Hospital can save the health system \$5000, leaving this money in the Health System for more serious cases.

Likewise, if you need hospitalisation, recognising you need to get there faster, can enable faster and more appropriate treatment, also saving the health system time and money. Delays in receiving treatment can cause death or irreversible, but otherwise avoidable harm that has an ongoing impact on your quality of life and ability to generate an income, undermining your future independence.

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### 42.120 MEDICALERT IS A GOVERNMENT REGISTERED ESSENTIAL SERVICE

During the COVID-19 national medical emergency shut down, the Foundation stayed open and supported thousands of Members all over the country. The Foundation is an Essential Service for the purpose of any Civil Defense emergency.

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### 42.120 WHO IS THE 24/7 MEDICALERT® HOTLINE SERVICE PROVIDER?

The Foundation's 24/7 Hotline Service is provided by the Government funded Emergency Ambulance Communications Centre based in Wellington and staffed by Wellington Free Ambulance Staff.

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### 42.130 WHAT ARE THE 'TERMS OF AGREEMENT', BETWEEN THE FOUNDATION AND ITS MEMBERS?

Medic Alert® Foundation is a member owned service organisation that acts to support its members.

The Member Terms Statement is the basis of contract or agreement between the Foundation and its Medical Identification Members. A copy is provided on the enrolment form one signs and is available 24/7 on the Foundation website or upon request. <https://www.medicalert.co.nz/content/legal/member-terms-statement.aspx>

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### 42.140 WHY SHOULD I READ THE TERMS AND CONDITIONS WHEN I JOIN AN ORGANISATION?

This is the primary way to find out up front how the organisation you are joining operates and how you are benefiting. They form the legal basis of contract between yourself and the organisation. We encourage everyone in all circumstances to read the terms and conditions. Acting on assumptions, gossip and misinformation, sets people up for confusion and avoidable frustration.

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### 42.150 CAN THE FOUNDATION ACQUIRE MY INFORMATION FOR ME?

Yes, in your best interests as stated in the Member Terms Statement, the Foundation is a Health Information Agency that can acquire, store and disclose your information. This service is however dependent on factors such as if your doctor's IT systems are connected to Medic Alert® Foundation. If they do not have the required IT Systems, a paper form will need processing.

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### 42.160 WHY DOES THE FOUNDATION ACQUIRE MY INFORMATION FOR ME?

To assist you to keep your information current, correct, complete and medically actionable, in your best interests. This gives Health Practitioners confidence to act intuitively and without unnecessary delays. Ensuring your health information always remains trustworthy and medically actionable is imperative.

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#### 42.170 HOW DOES THE FOUNDATION UPDATE ADDRESSES?

Best practice is for you to inform the Foundation as soon as your address changes. However, some do forget, so the Foundation use various sources to help members keep their information up to date. Online systems and New Zealand Post are the most common (but not only) source for changed address details in New Zealand.

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#### 42.180 CAN THE FOUNDATION DIRECTLY ACQUIRE INFORMATION FOR ALL MEMBERS?

No, or not always, but over time this is getting closer. Some doctors have systems that are not connected to the Foundation. Manual Updates are required in this case, which are usually presented on a doctor signed Medic Alert® Clinical Update form.

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#### 42.190 HOW DO I GET A MEDIC ALERT® CLINICAL UPDATE FORM?

You can download the form anytime that you need one <https://www.medicalert.co.nz/content/become-a-member/download-forms.aspx>. The Foundation also proactively sends you one every year, with your member fees invoice attached.

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#### 42.200 HOW DOES MEDICALERT® FOUNDATION KEEP UP WITH THE TIMES?

The Foundation's ability to adapt, change and respond to its Member's needs, has occurred successfully since its commencement over 50 years ago. Its Members govern and change the organisation as and when required, keeping it relevant and valuable in a constantly changing health and community environment. The Foundation's Services have been the difference between life and death, as proven in a PWC Economic Impact Report completed last year.

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#### 42.210 HAS MEDIC ALERT® FOUNDATION'S ECONOMIC VALUE BEEN INDEPENDENTLY ASSESSED?

To really understand the economic value of MedicAlert®'s Services check out the PWC Economic Impact Report at the following link: <https://www.medicalert.co.nz/uploadGallery/MedicAlert%20impact%20assessment%202018%20report.pdf>

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#### 42.220 WHAT IS THE ECONOMIC VALUE OF MEDICALERT®'S SERVICE SUPPORTED MEDICAL ID'S?

The assessed economic impact of MedicAlert®'s Service Supported Medical ID's averaged out, equates to approximately double the cost of the Foundations fees (excl. GST) every year. MedicAlert Foundation is saving 38 million dollars each year in reduced health service costs, avoided harm and saved lives.

The Foundation's true value to its Members is actually far greater, PWC did not assess every aspect of value created by the Foundation, such as the economic value of 'peace of mind' for Members, their families and friends, or educating first aiders, briefing first responders and health professionals, or constantly investing in building community awareness about MedicAlert®'s Services (including Medical ID's) and how to use them.

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### 43.00 FEES AND CHARGES, THE WHYS, WHEREFORES AND HOW TO GET FINANCIAL SUPPORT

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#### 43.105 INTRODUCTION OF EMAIL INVOICING AND SMS REMINDERS (2020)

The Foundation has now introduced email invoicing, with SMS reminders; Members are responding very favorably to both the convenience and reliability of email invoicing. In addition, the Foundation has saved money by reducing the number of printed and posted invoices, which resulted **in no increase in fees in the 2020-21 Financial Year.**

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#### 43.110 WHAT ARE THE FOUNDATIONS MINIMUM ANNUAL FEES (2020)?

The Foundations minimum fees are charged once per year (unless a member selects a monthly payment or five yearly payment), as follows:

1. A membership fee to meet ongoing costs like rent and phone bills etc, \$10.00 paid in full once a year, the annual Membership Fee is not discountable.
2. A service fee to meet the direct costs of doing the once a year file maintenance and review service, \$40.00 paid in full once a year,
3. To upgrade to an Advance Protection Service with electronic medical documents, \$10.00 paid in full once a year,
4. The Service Fee for children 15 year old or younger and Foundation Members is discounted by 37.5% (\$15), when paid in full once a year.
5. The Foundation provides a discount for Gold Card Holders, who are not Foundation Members. Only one discount on fees can be claimed.
6. Standard monthly payment rates start at \$6.00 per month, more if you want additional benefits such as the cost of a Medical ID included as part of a *PREMIUM LOYALTY* monthly payment. Smaller monthly payments help those who cannot afford an annual payment. NB: monthly payments increase processing costs, instead of processing one payment, the Foundation needs to process 12 payments.
7. The Foundation also has a five-year fee, generally the more you pay up front, means less processing is required and the less you pay over-time. Five Year Fees also help maintain the financial security of the Foundation in the interests of all members.

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#### 43.120 IF GST IS EXCLUDED HOW MUCH IS THE FOUNDATION ACTUALLY RECEIVING IN FEES (2020)?

After the Foundation accounts for the Government's tax, it receives \$43.47 for a whole year of membership and for its service, or an average of 83 cents per week.

For a Child or Foundation Member, it receives \$30.43, or an average of 58 cents per week.

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#### 43.130 HOW DOES THE FOUNDATION SHARE THE BURDEN OF COMPLIANCE AND COST ACROSS ITS MEMBERS?

The cost of providing the Foundation's services is spread over all members, so the fee is affordable for all. The Foundation does not charge extra fees to update information on your member file, or when the Hotline Service is used, the Foundations Service Fees are generally all inclusive, subject to the Plan you choose.

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#### 43.140 WHY IS IT IMPORTANT TO PAY YOUR FEES ON TIME?

The Charity needs to receive its revenue in the month the related expenses are created, so paying on or before the due date is important. The Foundation makes considerable efforts to eliminate unnecessary costs and the support of members to achieve this is welcomed.

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#### 43.150 HOW DO I GET HELP FOR FINANCIAL HARDSHIP?

Have your Doctor help you complete a Disability Allowance application form and submit it to the Ministry of Social Development Work and Income:

<https://www.workandincome.govt.nz/eligibility/health-and-disability/medical-alert-bracelets.html>

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#### 43.160 WHAT DO I DO IF I AM HAVING FINANCIAL DIFFICULTIES?

You should call the Foundation if you cannot pay on time. If we don't know, we cannot help. Without being contacted the Foundations process for payment recovery will continue and you may become liable for late payment or other fees.

In every case, the Foundation includes a form with its second and third overdue payment reminder, which can be readily used and returned to the Foundation if Financial Difficulties are a problem. The Foundation goes to considerable lengths to support Members to enable them to continue their MedicAlert Service.

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#### 43.170 WHY DOES 'USER PAYS' APPLY FOR LATE PAYMENTS TO THE FOUNDATION?

Members have made it very clear they are happy to support people with Financial Difficulties, but they are not prepared to carry the extra costs incurred by Members who are late payers, as this is completely avoidable. User pays applies for the extra costs of sending out reminder notices.

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#### 43.180 HOW TO AVOID MEDIC ALERT® LATE PAYMENT FEES?

Late payment fees are easily avoided, you can set up a direct debit or direct credit, pay the Invoice on or before its due date, switch to a monthly payment plan or most importantly, call the Foundation if you have a payment problem.

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#### 43.190 WHAT IS THE MEDIC ALERT® LATE PAYMENT FEE?

The Foundation's late payment fee is currently \$5.00 including GST. MedicAlert receives \$4.34 after GST to help recover the cost of processing, handling, issuing and administrating a reminder notice sent to a Member whose payment is overdue. This fee means other members do not have to pay this cost created by another member, so helps keep the Foundation's fees affordable for all.

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#### 43.210 HOW DOES THE FOUNDATION MEET COSTS WHEN IMPACTED BY FEE WAIVERS AND BAD DEBTS?

Many may like to think or believe donations cover these costs and this is partly true for people experiencing Financial Difficulties, but this is not an economic reality, in real terms these costs are covered through payment of fees by members. Donations currently account for about 5% of total revenue (2020)

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#### 43.220 I'M A FOUNDATION MEMBER WHO HAS JUST BEEN SENT AN INVOICE, WHAT SHOULD I DO?

1. Continuing your Membership: A letter was sent previously explaining the commencement of fees, if this did not turn up in the post or you need more information, please let us know, so we can answer your questions.
2. Want to continue, but you have financial difficulties: Again, please contact Membership Services, we have options to assist in such cases, we would rather you continue to benefit from keeping your service active, than potentially becoming exposed to avoidable harm. Ph 0800 840 111.
3. Resigning your Membership: If you are a 'Foundation Member' but have not maintained your record or Medical ID and no longer need your MedicAlert Service, please contact Membership Services without delay. This will stop unnecessary reminder notices and we can cancel the invoice and close your membership account which currently remains open. The Foundation just needs to be informed this is the case and it can be addressed quickly.

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### 44.00 HOW DO MEMBERS BENEFIT FROM DONATIONS TO THE FOUNDATION?

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#### 44.110 FEES VERSES DONATIONS?

The Foundation has two groups of members, one group opposes donations but are happy to pay fees, the other opposes fees, but are happy to pay donations. The Foundation needs one rule for all, so has restructured its fees to reflect a bit of both positions.



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#### 44.120 WHY DOES THE FOUNDATION NOW INCLUDE A VOLUNTARY RECOMMENDED DONATION?

[Making a Donation](#) is important to help keep the Foundation's fees affordable for all and to assist fund the Foundation's Stand Ready 24/7 emergency information services, for the benefit of all Members, in addition to supporting other Members.

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#### 44.125 DO DONATIONS HELP PEOPLE EXPERIENCING HARDSHIP?

The Foundations Policy for Financial Hardship support is now based on qualification for funding through the Government Disability Allowance. This policy enables more people to be funded and supported to receive the benefit of the Foundations Services and enables the Foundation to receive revenue to meet its costs.

It is important to know it is an economic reality that despite receipt of donations, donations in themselves do not provide sufficient financial capacity to support every person that may want to request support based on hardship, nor the ability to validate such requests. Where a Member applies for a Disability Allowance through Work and Income to fund their MedicAlert Fees and can demonstrate they have been turned down (letter from Work and Income), the Foundation can then consider support through provision of discounts, time payments, waivers, or other means, based on the circumstances presented. This policy enables more people to be supported overall.

These matters may be subject to independent auditing, in accordance with Government Regulations, so evidence of a valid request is necessary.

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#### 44.130 CAN PAYING A DONATION IMPACT ON FEE RATES IN THE FUTURE?

Yes, while this may seem unlikely, it is plausible and is based on confidence. If donations increase a significant amount and the Foundation is confident this may continue, the Foundation may consider it prudent and appropriate to hold its Fees when it next reviews the fees for the following year.

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#### 44.140 DO DONATIONS TO MEDIC ALERT® FOUNDATION ATTRACT TAXABLE REBATES?

Yes, as a Registered Charity, the Foundation qualifies as an IRD 'Donee Organisation' and can issue tax rebate receipts. The Foundation is hopeful Members will embrace and support the payment of a 'Recommended Voluntary Donation'. Donations do not include GST and as they can be claimed as a Tax Rebate (if over \$5.00). This means every dollar donated to the Foundation can go further, than one paid for a fee.

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#### 44.150 WITH SUCH LOW FEES, HOW DOES THE FOUNDATION AFFORD TO SERVICE ALL MEMBERS?

The Foundation leverages every opportunity to receive charity rates from its suppliers and has been very successful in doing so. These discounts can be financially significant and in themselves are much like donations. The Foundation's capacity to provide services are reflective of these lower supplier rates and the total combined revenue received by the Foundation.

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### 45.00 MEMBERSHIP SERVICES DEPARTMENT STAFFING AND LODGING COMPLAINTS

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#### 45.110 HOW MANY STAFF DOES THE FOUNDATION EMPLOY ON A NATIONAL BASIS (2019)?

Currently 12 people, who are split across all the disciplines required to run an organisation with over 90,000 members nationally. 8 people work in the Membership Services and Accounts Department.

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#### 45.120 HOW DOES THE FOUNDATION COPE WITH PEAK DEMAND WHEN TOO MANY PEOPLE CALL.?

The Foundation has a digital VOIP phone management system, which enables an automated call back to the Member, when an employee is next available. The caller needs to select this option first. The Foundation also takes messages and calls back when time is available. This means it is not necessary for a member to stay on the line and wait.

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#### 45.140 WHAT IF A MEMBER DOES NOT WANT TO REQUEST AN AUTOMATED CALLBACK?

Unfortunately, they may be kept waiting. The Charity does not currently have the financial resources to employ more staff. To do so would mean increasing fees. Certainly, if Members who can afford to pay their fees but choose not to, did so, this could allow one or more employees to be engaged.

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#### 45.150 HOW ELSE CAN A MEMBER COMMUNICATE WITH THE FOUNDATION?

The Foundation encourages Members communicate via email if possible. This allows staff to spread their workload over the day and use their available time most efficiently.

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#### 45.160 IF I HAVE A COMPLAINT, HOW WOULD I COMMUNICATE THIS?

The best way to communicate a complaint is via email. It allows the facts to be recorded so that a considered response to address the matter can be provided. Please use the address [Inquiry@MedicAlert.co.nz](mailto:Inquiry@MedicAlert.co.nz)

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#### 45.170 IF I HAVE A COMPLIMENT, HOW WOULD I COMMUNICATE THIS?

The best way to communicate a compliment is also via email. This allows the staff to share the compliment with others and encourage great teamwork. It's in the best interest of all Members to support the people we employ.

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#### 45.180 HOW DOES THE FOUNDATION PROCESS COMPLAINTS?

Most operational complaints are easily dealt with by Membership Services in a timely manner. If a complaint is the result of misunderstanding, misinformation, or a specific employee, it can be escalated to a manager, or senior manager.

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#### 45.190 WHEN DOES THE CEO GET INVOLVED IN HANDLING COMPLAINTS?

If a member feels they would like the CEO involved, the CEO is notified. Usually, complaints that relate to complex operational or system wide matters or matters of law are escalated to the CEO. The CEO also handles minor complaints from time to time to ensure the CEO stays abreast of how the Foundation is operating overall.

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### 46.00 PRIORITISING AMBULANCE DISPATCHES AND ASSISTING GOOD SAMARITANS

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#### 46.110 WHAT CAN CAUSE AN AMBULANCE TO TAKE SO LONG TO ARRIVE?

You are relying on the person calling an Ambulance to effectively communicate your problem. If they get it wrong, you could be given a lower priority and dropped to the bottom of the list for dispatch, while others call in and get a dispatch before you. The factor of living rurally is also very real for many New Zealanders and can be a future impact.

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#### 46.120 HOW CAN YOU HELP MITIGATE THE RISK OF A LOW PRIORITY AMBULANCE DISPATCH?

Use a Medic Alert® Service supported and clinically validated Medical ID. It is trusted as a source of accurate medical information and can be verified by Ambulance Comms Centre staff, using the Foundations Services.

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#### 46.130 MEDIC ALERT® FOUNDATION FINANCIALLY SUPPORTS WELLINGTON FREE AMBULANCE

Wellington Free Ambulance (WFA) has been working collaboratively with Medic Alert® Foundation for over thirty years in the best interests of health consumer safety and the prevention of avoidable harm. The Foundation is pleased to be supporting WFA as an annual sponsor to support their general ambulatory operations.

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#### 46.140 HOW WILL YOUR GOOD SAMARITAN KNOW WHAT TO DO?

To ensure a satisfactory emergency response, your good Samaritan will likely need informed assistance when they find you. MedicAlert® helps ensure you get the informed assistance you need without unnecessary delays, usually caused by issues of identification.

The Foundation Hotline Service and information accessible through the Government funded Wellington Emergency Ambulance Communications Centre staffed by Wellington Free Ambulance, is the most suitable solution to meet this need.

A MedicAlert Medical ID is a great start but, in some circumstances, subject to who your good Samaritan is, may not alone be enough to provide a safe response for every member. Having a service to support your Medical ID is imperative.

#### 47.00 HOW DOES MEDIC ALERT®'S SERVICE WORK IN AN EMERGENCY

The Service demanded from Members in this modern age, goes well beyond that of just a Medical ID and needs to work in the same consistent manner for every Member presenting a MedicAlert® Medical ID.

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##### 47.110 EXAMPLE 1

Someone calls 111 and states the person they are assisting has a MedicAlert Medical ID, the dispatcher obtains information from the ID and looks at the persons MedicAlert® record – a serious hidden and life-threatening medical risk is verified, requiring urgent transportation to hospital from a rural location. This results in the highest priority

Ambulance dispatch and assistance from the Good Samaritan to commence transportation, saving the person's life.

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##### 47.120 EXAMPLE 2

A person is found wandering and appearing drunk, the good Samaritan calls 111, reports the information on the persons MedicAlert Medical ID, the dispatcher in the interests of patient safety verifies the information and dispatches an Ambulance. The Paramedics provide a sugary drink and test blood sugar.

The person recovers quickly, and decides to carry on walking home, saving the health system a considerable amount of money and saving the member a great deal of personal embarrassment and unnecessary hassle.

This situation is more common than people generally realize and often goes unreported. The service works and that's what really matters in your time of need, at anytime, anywhere.

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##### 47.130 EXAMPLE 3

Someone collapses at a park due to a suspected bee sting and has an Emergency Medical Action plan on file, the good Samaritan calls 111, provides the MedicAlert Medical ID Information, the dispatcher checks the Action Plan, tells the good Samaritan to look for the EpiPen they carry and to administer it – further harm prevented, no transportation to hospital is deemed necessary.

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##### 47.140 EXAMPLE 4

Someone is unresponsive and unidentifiable. A Health Professional uses the MedicAlert Hotline Number from overseas, the Member is identified, along with their emergency contact(s) who their doctor is and special treatment information on file. A Doctor gives immediate medical treatment without unnecessary delays. The family in New Zealand can then be notified their family member has been admitted to hospital overseas.

## 48.00 PAYMENT OF FEES

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### 48.110 IS IT REASONABLE FOR THE FOUNDATION TO EXPECT MEMBERS TO PAY THEIR FEES?

The Foundation in a membership based organisation, it provides its members ongoing services and incurs ongoing costs on behalf of its members, so yes, it is entirely reasonable.

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### 48.120 WHY WOULD I RECEIVE A REMINDER NOTICE TO PAY MEDIC ALERT® FOUNDATION FEES?

The Foundations enrolment forms and its website are very upfront about it being a charity and a service organisation, and that fees apply which are invoiced and paid annually, or monthly if you choose. The reminder is therefore issued to help you stay on top of your legal obligations, as a member who benefits from the Foundation.

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### 48.130 WHAT IF A MEMBER DOESN'T WANT TO PAY THEIR FEE?

The Foundation is hopeful Members recognise the considerable benefits and value of being a Member of the Foundation and want to contribute to the success of the Foundation, in their own best interests.

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### 48.140 WHAT IF A MEMBER IS WILLING TO MAKE A DONATION BUT NOT TO PAY A FEE?

Inland revenue would highly likely regard this to be defrauding the Government of GST. Advice of the Foundations independent Auditor is first and foremost, the Foundation must recognise any payment from a member as a fee, if such remains unpaid, before it can recognise a payment, or the remainder of such, as a donation.

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### 48.150 WHAT IF A MEMBER CANNOT PAY THEIR FEES?

The Foundation has options available to help people experiencing financial difficulties. So long as the Member contacts the Foundation and discusses the options available to them, usually we can come to an arrangement.

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### 48.160 WHAT IF A MEMBER WON'T CONTACT THE FOUNDATION OR PAY THEIR FEES?

Members serving on the Board have set rules and policies for the Foundation's staff to follow, the Foundation makes multiple attempts to engage with Members and Late Payment Fees are charged to recover the extra costs of issuing reminder notices.

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### 48.170 WHAT IF A MEMBER JUST REFUSES TO PAY?

This question suggests the Member is not experiencing Financial Hardship, they are just refusing to make a contribution to the costs of being a Member of the Foundation. Usually when people don't need or value their membership any longer, they resign.

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### 48.180 TAKING UNFAIR AND UNREASONABLE ADVANTAGE OF THE CHARITY?

The Foundation must act in the best interests of all members. If a Member is considered to be taking unfair and unreasonable advantage of the Foundation, this may lead to cancellation of membership assuming the problem is unreconcilable. This would be an extremely rare and unusual situation.

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### 48.190 WHY DOES THE FOUNDATION HAVE TO REPORT ITS BAD DEBTS?

The Government have imposed financial reporting standards on charities, in part because they were concerned charities were being financially undermined by their members. MedicAlert Foundation under these Regulations is a Tier two Charity, which means it must also report on and accrual accounting basis and therefore issues legal accrual based invoices, which stay in its accounting system until paid, or they become a legal defined bad debt.

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#### 48.200 COMPLIANCE WITH GOVERNMENT FINANCIAL REPORTING STANDARDS?

Being a tier two charity, the Foundation has compliance obligations set by Government. This includes having an independent financial audit each year. The Foundation has successfully received an unqualified auditors opinion every year since the new Government standards were introduced.

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### 50.00 WORKING WITH HEALTH PROVIDERS AND KEEPING YOUR INFORMATION ACTIONABLE

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#### 50.110 WHAT TO DO WHEN YOU DISCOVER A PROBLEM WITH A HEALTH SERVICE PROVIDER?

Members need to notify the Foundation if they experience a problem, so the Foundation can follow up in the interests of all Members. This needs continuous ongoing attention and the diligence of all Members. The more communication we have with Health Service Providers, the better the quality of service from these providers will become.

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#### 50.120 HOW DOES MEDICALERT® SERVICE RESPECT THE REPUTATION OF HEALTH PROFESSIONALS?

Ambo's or Health Professionals act to protect and save people's lives, it is only reasonable Members and the Foundation on their behalf, act responsibly to ensure their reputation is not harmed by providing clinically validated and trustworthy information, so they can have confidence to act at all times.

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#### 50.130 COMPLAINING TO THE HEALTH AND DISABILITY COMMISSIONER

First, Members should contact the Health Service Provider they have a problem with, Medic Alert® Foundation can help Members where it is appropriate. Usually this will solve the problem, but if not, then contacting the Health and Disability Commissioner is another option.

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#### 50.140 HOW DO YOU KNOW IF YOUR DOCTOR SUPPLIED INFORMATION IS CORRECT?

The Foundation works with you to moderate your information when you first enrol. We also ask you to have your doctor complete a clinical update form anytime your information changes, at least annually, if your information is not available through secure electronic means. This annual process helps you stay actively aware and keep your information current, correct, complete and medically actionable.

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#### 50.150 WHY SHOULD I CHECK MY HEALTH INFORMATION?

Cutting to the chase – It's your future quality of life on the line. You need to take this matter seriously, so others take you seriously and act in your best interests. Complacency is possibly the greatest risk to prevention of avoidable harm.

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#### 50.160 WHY WOULD I REVIEW MY INFORMATION, IF I KNOW MY INFORMATION HAS NOT CHANGED?

If you know your information has not changed, please tell the Foundation so we can record that you have given the matter consideration. It's not uncommon for the Foundation to find people have forgotten their information has changed at some point during the past year. For example, it may be your emergency contact has changed their mobile number and you did not think to tell the Foundation.

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#### 50.180 WHAT'S THE BIGGEST PROBLEM WITH SHARING HEALTH INFORMATION?

Systems used by Doctors and Hospitals are not all the same, things are improving but we have some way to go. At the most basic level, legacy or old but still correct health information is not coded for sharing and this means some information gets shared, while other information on the same record may not be shared. This is hugely problematic. New standards are helping solve this problem over time.

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#### 50.190 HOW DOES THE FOUNDATION OVERCOME THE RISK OF INFORMATION NOT BEING SHARED?

The Foundation has developed systems that can receive coded and non-coded health information. As part of the file maintenance and review process conducted each year the Foundation reviews files for data quality and where possible improves the data quality, so it can be more reliably shared in the future.

Medical coding also improves the richness of health information on members files. This is and will continue to be a continuous incremental development process for connected health information technologies for the benefit of health consumers and health providers nationally.

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#### 50.200 WHAT HAPPENS IF MY HEALTH INFORMATION GIVEN TO MEDIC ALERT® IS NOT CORRECT?

The Foundation collaborates with doctors every day. We assist you by contacting your doctor and requesting they review your medical file, based on the information you provide the Foundation. Helping Members get their information corrected is a routine process the Foundations staff engage in.

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#### 50.210 MITIGATING SCREEN BLINDNESS AND HEALTH INFORMATION OVERLOAD?

MedicAlert® Foundation is now more relevant than any time previously, mainly due to digitized health information. The volume of information being shared, which is irrelevant in an emergency situation, has been reported to be leaving doctors exposed to information overload and what's referred to as screen blindness, where the most important information is lost amongst other information of no immediate relevance.

MedicAlert® Foundation makes vital information stand out both in regard to the Medic Alert® Medical ID and through its health information services.

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#### 50.220 DOES MEDIC ALERT® FOUNDATION USE FAST HEALTH INTEROPERABLE RESOURCES (FHIR)?

MedicAlert® Foundation in New Zealand is currently developing new leading edge FHIR connected health information services, which in time will replace its existing connected health solution. Graham Grieve from Australia who is the Founder of FHIR, assisted the Foundation on a Pro-bono basis to develop FHIR standards for use of the Foundation in New Zealand and Australia. MedicAlert® New Zealand is led this initiative.

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#### 50.230 ARE ANY OTHER HEALTH IT COMPANIES USING FHIR CONNECTED HEALTH INFORMATION SERVICES?

In practice very few. The Foundation has provided these standards for inclusion in broader FHIR standards, currently in development by the New Zealand Ministry of Health. The Foundation is actively working to protect its members from harm in multiple situations and environments, this development will help MedicAlert® Foundation Members vital information stand-out in future Health IT systems yet to be built.

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### 51.00 TATTOO AT YOUR OWN RISK

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#### 51.110 SHOULD I TATTOO MY MEDICAL INFORMATION?

The Foundation has been told over many years; doctors only look for tattoos on bodies (dead). Ambo's have told the Foundation the same. If Tattoos were a proven, realistic and reliable option, the Foundation's members would have created a Tattoo option and made it available many years ago.

The Foundation gets ideas run by it virtually every day, unfortunately they are mostly the same ideas repeated and this is one idea has never stood the test of either time or scrutiny.

## 52.00 MEDIC ALERT® FOUNDATION AND THE MINISTRY OF HEALTH

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### 52.110 MEDICALERT® FOUNDATION, THE NHI AND MWS?

Relying on the NHI to afford you protection when you know nothing about what is on file is not wise. The NHI is nothing more than an Identifier. In regard to the National Medical Warning System (MWS), Doctors tell the Foundation on an ongoing basis that MedicAlert® Service is more reliable and trustworthy than the MWS, because it is regularly reviewed by doctors, curated by the Foundation and moderated by its Members. Through conversation we engage with you and your information to confirm its accuracy.

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### 52.120 CAN MEDICALERT® HELP IMPROVE THE NATIONAL MEDICAL WARNINGS SYSTEM (MWS)?

The Foundation has been offering to help the MOH tidy up the MWS for some time, the MOH has not yet got to a point of making the MWS a priority. The Foundation is actively advocating for this to change and will assist the Ministry as requested, when the time comes.

objective of preventing avoidable harm should always be at the forefront of our minds and actions.

## 53.00 SERVICE QUALITY STANDARDS

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### 53.110 DOES THE FOUNDATION HAVE WRITTEN SERVICE QUALITY AND PERFORMANCE STANDARDS?

The Foundation has clearly written rules, policies, procedures and a code of conduct, which all staff are required to follow. We welcome any feedback about staff conduct and any other problems. We equally welcome compliments.

Having completed an investigation following due process, employees who are found to be in breach, can be disciplined or terminated. The Foundation actively trains, educates and builds confidence in its staff to achieve a positive, effective and low turnover workforce, so knowledge grows and expands within the organisation for the benefit of all Members.

## 54.00 SOCIAL MEDIA – CONNECTING, INFORMING AND ENGAGING MEMBERS

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### 54.110 HOW IS THE FOUNDATION CHANGING ITS ONLINE PRESENCE?

First, the Foundation is working on the basics and consulting Members to contribute and assist the Foundation to identify and prepare the information Members want to source and access through social media and online vehicles. Importantly, the Foundation for the first time in 2020 was allocated a budget to invest in social media, so it can begin to be more proactive and responsive in the social media space.

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### 54.120 HOW DOES THE FOUNDATION CORRECT MISINFORMATION ON SOCIAL MEDIA?

In the vibrant and constantly expanding era of social media, finding people and resources to respond to unmoderated communication, which circulates misinformation, false assumptions or incorrect information has been found to be very problematic, such media is often propagated by people with ulterior self-serving motives. To get the truth go to the Foundations own Facebook page or call Membership Services. MedicAlert® Foundation is a community based organisation.

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### 54.130 DOES THE FOUNDATION HAVE A SOCIAL MEDIA POLICY?

Yes, if you use social media please read the Foundations [Social Media Policy](#). Social Media is useful to help other people learn about the Foundation and benefit from the knowledge and experience of other people. It is not however for the purpose of 'meeting the Foundations operational requirements. If you need help or have a problem to solve that is not answered in this FAQ, Please contact Membership Services directly: [inquiry@MedicAlert.co.nz](mailto:inquiry@MedicAlert.co.nz) or free phone 0800 840 111.

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#### 54.140 FACEBOOK GROUP MESSAGING

New to MedicAlert Foundation, you can now communicate with people like you and other Members of the Foundation through MedicAlert Social Media. MedicAlert Foundation maintains a Facebook page, where you can share your experiences and help others understand how you have benefited from your MedicAlert Service.

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### 55.00 OTHER GENERAL QUESTIONS

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#### 55.110 WHAT ARE THE RISKS OF MISUSE OF ONLINE HEALTH INFORMATION?

Misuse of online health information for self-diagnosis is a real problem for Doctors and another contributor to the serious patient safety problem created by unrecognised ID traders who appear to have no uniformly applied controls to prevent misdiagnosis occurring or false information being engraved.

Unrecognised ID traders also fail to provide certification the products they are supplying are safe and medically fit for purpose and often show no understanding of the significant risks associated with getting it wrong.

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#### 55.120 IF MY MEDIC ALERT® MEDICAL ID IS IGNORED WHAT SHOULD I DO?

First and foremost, please tell us so we can address this matter. Like any membership based organisation, the Foundation relies on both its staff and members to build awareness in the community.

When the Foundation is notified of a problem such as this, the Foundation writes to the Health Service Provider and draws their attention to a potential breach of rights under the Health and Disability Commissioner, Health Consumer – Consumer Rights.

The Foundation aims to educate and inform, not act punitively. We want every health service provider to understand the value of using a genuine service supported Medic Alert® Medical ID, so they continue to have the confidence to use it, as they have for the past fifty plus years?

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#### 55.130 DO MEMBERS HAVE AN OBLIGATION OF DUE DILIGENCE AND NATIONWIDE TEAMWORK?

Members and the Foundations staff work together as a very strong nationwide team. We encourage every member to demand their MedicAlert® Medical ID is checked before admission to a hospital and before being administered drugs (in case of allergies) in a health service environment.

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#### 55.140 ARE MEDIC ALERT® MEDICAL ID'S PERMITTED IN SCHOOLS AND WORKPLACES?

The Foundation has worked hard over many years to have Medic Alert® Medical ID's recognized as a Medical Information Device, as opposed to Jewellery. Medic Alert® Medical ID's have earned the right to be recognized and permitted in situations similar Jewellery products continue to be banned.

This is one of the very real benefits of being a Member of Medic Alert® Foundation.

***If your question is not answered, please call Membership Services and we will assist you. Ph: 0800 840 111***