

Meeting with MedicAlert Foundation New Zealand on 21 August 2025

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| Due to MO: | 19 August 2025 | Reference | HNZ00090711 |
| To: | Hon Simeon Brown, Minister of Health | | |
| From: | Darren Douglass, Chief Information Technology Officer (acting), Digital Services | | |
| Copy to: | n/a | | |
| Security level: | In Confidence | Priority | Routine |
| Consulted: | n/a | | |
| Proactive Release: | This title is proposed by Health NZ for proactive release | | |

Contact for further discussion

| Name | Position | Phone | 1st contact |
|--------------------|--|-------|-------------|
| Darren Douglass | Chief Information Technology Officer (acting), Digital Services | | x |
| Alastair Kenworthy | Group Manager Data and Digital Standards, Planning, Funding and Outcomes | | |

Attachments

Appendix 1: Biographies

Appendix 2: [REDACTED]

About the meeting

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| Purpose | You are meeting with MedicAlert Foundation New Zealand regarding their proposals to expand access to emergency health data and improve national health information systems. |
| Date | Thursday 21 August 2025 |
| Time | 3.50pm – 4.10pm |
| Venue | 6.6 EW, Beehive |
| Attendees | <ul style="list-style-type: none">• Murray Lord, Chief Executive Officer, MedicAlert• Roderick Mulgan, MedicAlert Director, General Practitioner and Lawyer• Wayne Guppy, Board Chair, MedicAlert• Megan McMillan, Project Consultant, Mango Projects Note, biographies are attached as Appendix 1. |
| Health New Zealand Te Whatu Ora officials | Darren Douglass, Chief Information Technology Officer (acting), Digital Services Alastair Kenworthy, Group Manager Data and Digital Standards, Planning, Funding and Outcomes |
| Media | No media are expected. |
| Key points | <ul style="list-style-type: none">• MedicAlert are keen to expand their systems beyond registered members.• MedicAlert's approach to data enhances the quality and usability of health records in emergency situations, but there are practical barriers to their envisaged expansion of their systems. |

Background and context

1. This meeting briefing provides you with context and key information to support your discussion with MedicAlert Foundation New Zealand (MedicAlert).
2. In their most recent letter to you, MedicAlert have stated they wish to discuss:
 - a) Expanding access to MedicAlert's Medical Alerting Clinical Management (MACM) Platform beyond registered members.
 - b) Proposing government support for equitable access to emergency health data.
 - c) Advocating for mandatory adoption of NZPS/IPS FHIR API health data standards.
 - d) Exploring the inclusion of national legal health decision document registers (e.g. Wills, Advance Directives) in MACM.
3. MedicAlert Foundation New Zealand is a registered charity and incorporated society governed by its members, including registered health professionals. Established in 1962 by Lower Hutt Lions, there are now 43,000 members across New Zealand.
4. MedicAlert's core service is emergency identification via a wearable Medical ID that is

recognised in New Zealand and eight countries outside of New Zealand. They also have curated health records accessible via a secure call centre and web portal. This integrates with Health NZ's My Health Account for consumer authentication and consent.

5. MedicAlert's MACM Platform enables clinicians and members to securely access curated health data, prioritised for emergency relevance and coded using SNOMED CT standards. MedicAlert have developed registry solutions for specific clinical domains, they currently host the New Zealand Breast Device Registry in collaboration with the New Zealand Association of Plastic Surgeons. These registries are designed to hold, sort, and search detailed information about specific patient types and clinical events.
6. MedicAlert are entirely funded by membership fees and receive no direct government support.
7. On 25 July 2025, MedicAlert launched a petition calling for government funding to support at risk New Zealanders to access MedicAlert services. As at 5 August 2025, 1042 people have signed the petition¹. It will close for signatures on 20 August 2025. MedicAlert intend to present the petition to you as Minister of Health.

Matters for discussion

8. MedicAlert is proposing to expand the MACM Platform to provide live access to patient records for all New Zealanders, not just its current members. This would allow first responders and emergency department clinicians to access critical health information in real time. To achieve this, MedicAlert are requesting government funding to support infrastructure, data integration, and equitable access to the service.
9. MedicAlert are also advocating for the mandatory adoption of NZPS and IPS FHIR API health data standards by the end of 2026. They argue that a unified standard would improve interoperability across the health sector and benefit both public and private providers.
10. In addition, MedicAlert are proposing the development of national registries for legal health decision documents, such as Wills, Powers of Attorney, and Advance Directives². These documents are often unavailable during emergency interventions, and MedicAlert believes that integrating them into the MACM Platform would improve outcomes for health consumers

¹ <https://petitions.parliament.nz/14355399-6ded-484e-bfc1-08ddbe9377c0>

² legal documents that provide instructions for medical care where a person cannot communicate their own wishes

Health NZ assessment and advice

15. MedicAlert's curated data approach enhances the quality and usability of health records in emergency situations. Their commitment to SNOMED CT and NZPS standards is aligned with Health NZ's strategic direction, and their advocacy for mandatory standards is welcomed. We support the sector and industry integrating patient record access into their existing solutions rather than a single solution.

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Appendix 1: Biographies of attendees

| Name | Biography |
|---|--|
|  | <p>Murray Lord, Chief Executive Officer, MedicAlert</p> <p>Murray Lord has held the role of Chief Executive Officer MedicAlert Foundation New Zealand Incorporated for the last 18 years.</p> <p>He has a clear emphasis on technological integration, national patient safety standards, and safeguarding MedicAlert's brand and service integrity.</p> <p>In February 2001, Murray Lord received the Rotary International Paul Harris Fellowship, a top Rotary honour.</p> |
|  | <p>Roderick Mulgan, MedicAlert Director, General Practitioner and Lawyer</p> <p>Dr Roderick Mulgan is Director (Legal) on the MedicAlert New Zealand Board of Directors, where he provides governance oversight, legal compliance expertise, and strategic advice for the Foundation.</p> <p>Dr Mulgan holds an MB ChB degree and has practised as a General Practitioner in aged-care settings since 1989. He completed LLB (Hons) and Master of Public Policy, and was called to the Bar in 2009 as a practising barrister sole, specialising in criminal and medico-legal matters</p> <p>He serves in an advisory capacity on health provider engagement, risk management, and organisational policy, drawing on his dual disciplinary qualifications in medicine and law.</p> |
|  | <p>Wayne Guppy – MedicAlert Board Chair</p> <p>Wayne Guppy has served as the Board Chair of MedicAlert NZ since 10 November 2010, providing strategic leadership, governance oversight, and community engagement for the organisation.</p> <p>Wayne Guppy has been Mayor of Upper Hutt since 2001, with deep roots in local governance and public service</p> <p>He is a trained pharmacist with a Doctor of Pharmacy degree from the University of Nebraska Medical Centre. He previously lectured in clinical pharmacy at Hutt Hospital and chaired the pharmacy practice department at the Central Institute of Technology in Upper Hutt.</p> |



Megan McMillan, Project Consultant, Mango Projects

Megan helps small businesses plan and run their projects. Megan is a seasoned Portfolio, Programme, and Project professional with over a decade of experience driving strategic initiatives and delivering business transformation across public and private sectors in New Zealand.

Currently self-employed at Mango Projects, she focuses on business growth and project assurance, leveraging her deep expertise in governance, delivery frameworks, and stakeholder engagement.

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Appendix 2 has been withheld in full.