



ProCARE
HEALTH LIMITED

PHO
INFORMATION
booklet

working together with your GP



Welcome to your 'medical home'

Your GP and general practice team bring together a wide range of resources, tools and programmes to help you and your family stay healthy. In New Zealand's health care system, your general practice is your 'medical home' – the primary provider of your health care and coordinator of care required from specialists and other health professionals. This booklet provides information about enrolling with your GP, health care funding and health information privacy.

Enrolling with general practice

General practices provide comprehensive primary health care which is based in the community and centred around the patient. Services include the diagnosis, management and treatment of health conditions, provision of health care for life, as well as health promotion, prevention, screening, and referral to hospital and specialists.

Enrolling with a Primary Health Organisation (PHO)

What is a PHO?

PHOs (Primary Health Organisations) are the local structures for delivering and co-ordinating primary health care services. Most general practices are affiliated to a PHO. PHOs bring together doctors, nurses and other health professionals (such as Maori health workers, health promoters, dietitians, pharmacists, physiotherapists, mental health workers and midwives) in the community to serve the needs of their enrolled patients.

PHOs receive a set amount of funding from the government to ensure that they can provide a range of health services. This involves all of the providers associated with that PHO, as well as visits to the doctor. The amount of funding each PHO receives is based on the number of people enrolled with the PHO and their characteristics (e.g. age, gender, ethnicity).



This funding also pays for services that help people stay healthy and services that reach out to groups in the community who are missing out on health services or who have poor health.

Benefits of enrolling

Enrolling is free and voluntary. If you choose not to enrol you can still receive health services from a chosen GP/general practice/provider of First Level primary health care services. Advantages of enrolling are that your visits to the doctor will be cheaper and you will have direct access to a range of services linked to the PHO.

Q & A

How do I enrol?

To enrol you must be eligible and complete an enrolment form at the general practice of your choice.

What are the enrolment criteria?

To enrol as a permanent patient, you must meet one of the eligibility criteria listed below, and then complete the enrolment form provided by your practice.

- a. I am a New Zealand citizen **AND** I am currently residing permanently in New Zealand **OR**
- b. I hold a residence permit **AND** have been in New Zealand for at least two years, or hold a current returning residents visa **OR**
- c. I am an Australian citizen able to show that my total stay in New Zealand is or will be for at least two years **OR**
- d. I am a work permit holder or an international student* able to show that I am able to be in New Zealand for at least two years **OR**
- e. I am a refugee **OR** in the process of applying for refugee status.

* Funded by NZAID or ODA programme or funded by NZ Universities as a Commonwealth Scholarship holder.

For further information about eligibility please refer to www.moh.govt.nz/eligibility.

If you do not meet the enrolment criteria and wish to be a casual patient, please complete the relevant parts of the enrolment form.

Enrolling children (under 16 years)

Parents can enrol and sign for children under 16 years of age, but children 16 years or over must sign their own form.

Enrolling on someone else's behalf (other than children)

In some circumstances you may sign for another person if for some reason they are unable to consent on their own behalf. This is referred to as Signed by Authority. An Authority is the legal right to sign for another person.

What happens if I go to another general practice?

You can go to another general practice or change to a new general practice at any time. If you are enrolled in a PHO through one general practice and visit another practice as a casual patient you will pay a higher fee for that visit. So if you have more than one general practice you should consider enrolling with the practice you visit most often.

What happens if the general practice changes to a new PHO?

If the general practice changes to a new PHO the practice will make this information available to you.

What happens if I am enrolled in a general practice but don't see them very often?

If you have not received services from your general practice in a three-year period it is likely that the practice will contact you and ask if you wish to remain with the practice. If you are not able to be contacted or do not respond, your name will be taken off the Practice and PHO Enrolment Registers. You can re-enrol with the same general practice or another general practice and the affiliated PHO at a later time.

Health Information Privacy Statement

Please read and agree to this statement before signing the enrolment form provided by your practice.

I understand the following:

Access to my health information

I have the right to access (and have corrected) my health information under Rules 6 and 7 of the Health Information Privacy Code 1994.

Visiting another GP

If I visit another GP who is not my regular doctor I will be asked for permission to share information from the visit with my regular doctor or practice.

If I have a High User Health Card or Community Services Card and I visit another GP who is not my regular doctor, he/she can make a claim for a subsidy, and the practice I am enrolled in will be informed of the date of that visit. The name of the practice I visited and the reason(s) for the visit will not be disclosed unless I give my consent.

Patient enrolment information (enrolled patients only)

The information I have provided on the Practice Enrolment form will be:

- held by the practice
- used by the Ministry of Health to give me a National Health Index (NHI) number, or update any changes
- sent to the PHO and Ministry of Health to obtain subsidised funding on my behalf
- used to determine eligibility to receive publicly-funded services. Information may be compared with other government agencies but only when permitted under the Privacy Act.

Health Information

Members of my health team may:

- add to my health record during any services provided to me and use that information to provide appropriate care
- send relevant health information to other health professionals who are directly involved in my care.

Audit

In the case of financial audits, my health information may be reviewed by an auditor for checking a financial claim made by the practice, but only according to the terms and conditions of section 22G of the Health Act (or any subsequent applicable Act). I may be contacted by the auditor to check that services have been received. If the audit involves checking on health matters, an appropriately qualified health care practitioner will view the health records.

Health Programmes

Health data relevant to a programme in which I am enrolled (e.g., breast screening, immunisation, diabetes) may be sent to the PHO or the external health agency managing this programme.

Other Uses of Health Information

Health information which will not include my name but may include my National Health Index Identifier (NHI) may be used by health agencies such as the district health board, Ministry of Health or PHO for the following purposes, as long as it is not used or published in a way that can identify me:

- health service planning and reporting
- monitoring service quality
- payment.

Research

My health information may be used for health research, but only if this has been approved by an Ethics Committee and will not be used or published in a way that can identify me. Except as listed above, I understand that details about my health status or the services I have received will remain confidential within the medical practice unless I give specific consent for them to be communicated.



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This guide is brought to you with the compliments
of your ProCare general practice. We suggest that you
file this away in a safe place for future reference.