

Welcome to Health Hub Project NZ

Enrolment and
Patient Portal

Patient Clinical Teams ... Questions & Answers

Q.1 What is a Clinical Team appointment?

A.1 This is an appointment with the team of clinicians that are assigned to you.

Q.2 Why do we have Clinical Teams?

A.2 There are a number of reasons,

a. Firstly, Doctor trained clinicians are becoming increasingly difficult to recruit due to retirement and lifestyle decisions of young doctors.

b. Secondly, the Health Hub Project, and research evidence, believes that by having a wider variety of professional people looking at your issues and concerns, we are better able to provide an holistic approach to your care that is best suited to you. We believe that this will ensure that your treatment is best suited to your needs and what you want.

This gives you greater personal value because, as a patient, you get more professional input for the same appointment cost.

Q.3 Who are in my clinical team?

A.3 This depends on what sort of Clinical Team appointment you need.

a. Non-acute and long term condition clinical team appointments are for conditions like: high blood pressure, WINZ Certificates, diabetes check-ups, chronic lung problems, heart failure, epilepsy, thyroid check-ups and mental health.

These appointments are always planned and made in advance.

Your team will consist of a health care assistant, a nurse trained clinician, and connected to your team is a nurse practitioner and a doctor trained clinician. These people are your familiar face, and wherever possible, when you make an appointment, it will include one of these people.

b. An acute clinical team appointment is when you have an immediate medical problem and you need to see the acute clinical team as soon as possible e.g., chest pain, shortness of breath, tummy pain, severe on-set of headache, minor wounds, skin infections.

Where possible you will see a familiar face; however, because this sort of appointment is unplanned, you will see the most appropriate clinician for your condition.

c. We continue to offer services such as smears, immunisations, blood pressure checks, vitamin injections, liquid nitrogen and contraceptive advice including depo injections. In addition, we offer minor surgery and vasectomy services.

HEALTH HUB PROJECT

Patient credit terms and conditions of trade

Registering as a patient with the Health Hub Project shall be deemed acceptance to the Terms and Conditions of Trade as stated.

PLEASE NOTE: WE HAVE A PAY ON THE DAY POLICY

- Prices include GST unless otherwise advised.
- Our standard consultation fees are available upon request and maybe adjusted from time to time. Considerations of our fees include but are not limited to the following.
 - a) The time spent creating your care plan and consultations
 - b) The complexity of treatment required
 - c) The cost of materials, equipment, staff and overheads
 - d) Funding available from the government, public and other sources
- Unless otherwise agreed, all services shall be paid for on the date of service. We accept eftpos, credit cards (excluding American Express), cash, cheques and WINZ pay cards.
- Payment plans are available, either direct debit or automatic payment. Please talk to us about these options.
- Where it is agreed that payment need not be made on the day of service, and no payment plan is in place, it shall be paid within 7 days following date of invoice.

An administration fee will be added to any outstanding balances past 7 days. This is at a rate of \$5 per statement run.

- If no attempt is made to pay your account within 90 days, the account will be sent to a debt collection agency. You will be responsible for all associated costs of recovering outstanding fees this includes any or all of the following.
 - a) Service or collection fees incurred from debt collection agency
 - b) Any court costs and disbursements arising from recovery of monies owed
 - c) Any interest lost or legal costs associated with the above
- Health Hub Project may disclose personal information in order to provide credit references to other agencies that request them, and for debt collection, repossession, credit reporting and other similar purposes.
- Health Hub Project agrees not to use or disclose any information more than is reasonably necessary in the circumstances for it's genuine business purposes.
- No goods supplied by the Health Hub Project may be returned for credit.

You authorise us to:

- a) Make enquiries with any previous medical practitioners and health professionals you may have engaged regarding your medical history and you authorise disclosure by those people to us.
- b) Send you information about how we may assist you by providing other medical or health services that would benefit you.

The Health Hub Project NZ Patient Portal

Terms and Conditions

Patient portal

Patient Portal is a web site for you; it uploads your information from our computer to a secure web server. It is a place where you can access your health information online, it's easy and confidential. We fully support the concept of a patient held electronic health record. For us, it is a way to receive secure electronic messages from you, which will help us manage the day to day running of our medical centre.

IMPORTANT – *this is a non-urgent service. Please do not use patient portal to communicate acute serious problems. Call the health hub project on 06 358 7282 for advice on urgent matters.*

Repeat prescriptions

We encourage you to use the Request Prescription service. This service is only available for medications you are on long term. Prescriptions will be processed as soon as possible and be available for collection at the Healthcare provider within 2 working days of receiving your request. If you wish to have your prescription faxed to a pharmacy, please indicate that in your request and the name of the pharmacy. We will send you a Patient Portal email once your request has been processed.

Test results

We would like to use Patient Portal as one of the ways of notifying you of your test results. We also use texting and telephone. When we file a result you will be sent an email saying your record has been updated. We recommend you do not switch off the automatic notification box in your inbox setup, so you can receive these messages. Your 'Lab Results' section in the 'Health Summary' option will have your results. One column has your clinician's comments on the test. For more detail click the blue 'i' button. Please read your clinician's comments and take any action recommended. If there are serious abnormalities we will contact you through other channels, including phone and letter.

Health information

If you see incorrect information in the Health Summary, please contact the Health Hub Project so we can correct the information.

All standard appointments are 20 minutes and will incur a standard consultation fee which is to be paid on the day of appointment. Our list of fees is available on our website www.hhpnz.nz.

Bookings should be made at the Health Hub Project. Please phone the Health Hub Project on **06 358 7282** to make a booking.

Please provide a short description of what you wish to discuss when calling us. If you wish to discuss other things not mentioned in your booking, you will be asked to make another appointment.

Cancellations

Cancellations must be made at least 2hrs prior to your confirmed appointment. Failure to attend the appointment or cancel within 2 hours of the appointment will incur a fee of \$25.00.

Recall enquiry

This is a non-urgent service and we will attempt to answer your query within two working days. If you have an urgent request, please ring the practice on **06 358 7282**.

General conditions

All messaging services are non-urgent services and we will attempt to answer your query within 2 days.

The Patient Portal platform is provided to you as an enhanced service:

- it is not part of your general medical services.
- the service may be withdrawn at any time at our discretion.
- it may be withdrawn if we believe you have broken any of the terms of service and/or fair use policy.

Misuse of this service will result in suspension of your Patient Portal account.

- Use of the Patient Portal platform is subject to a fair use policy.
- Not all patients will be suitable to have access to the Patient Portal.
- Your healthcare provider will decide if it is right for you.
- For legal reasons we are unable to provide Patient Portal access to patients under 18 years of age.
- You accept that we will undertake routine audits of access to the Patient Portal to ensure it is used appropriately and to protect your privacy.
- From time to time we may amend the Terms and Conditions of service.
- We will notify you of any changes via the Patient Portal.
- A copy of the current Terms and Conditions can be downloaded from the Patient Portal.

Your responsibilities

You will use the system in accordance with our Fair Use Policy.

- You will provide a unique email address which is only accessible to you (shared family emails are not suitable).

- You will use a secure password and are responsible for accessing the Patient Portal in a secure manner.
- You are responsible for the security of your account.
- We do not recommend accessing the Patient Portal from public internet access points (e.g. free WiFi).
- You will advise us of any material changes to your circumstances that may affect your access.
- Any information you provide through the Patient Portal will be accurate and up to date.
- You will notify us as soon as you become aware of any errors in the information contained in your Patient Portal record.
- There is no cost for accessing the Patient Portal to look at your health record, read any practice notices, download documents the practice has made available to you.
- You will be charged for any prescription requests or appointments that you attend.
- You will pay for any services used on the day or by prior arrangement.

You acknowledge that the Patient Portal is not an emergency service and must not be used for urgent matters. If you have a medical emergency call 111. For any other urgent matters, contact the Health Hub Project directly on **06 358 7282** or email us on **talktous@hhpnz.nz**

Technical support

All data used via the platform is exchanged securely and stored in encrypted form in a NZ based data centre. Routine audits are conducted to ensure all activity is appropriate for the purpose it was intended.

Health Information Privacy Statement

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 Medical Practice

When visiting another Medical Practice who is not my regular clinical team I will be asked for permission to share information from the visit with my regular clinician or practice. If I have a High User Health Card, or a Community Services Card, and I visit another who is not my regular clinician, 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

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.
- share 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 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 not used or published in a way that can identify me:

- health service planning and reporting.
- monitoring service quality, and
- 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 this information to be communicated.

Enrolling with Medical Practice

Medical practices provide comprehensive primary, community-based, and continuing patient centred health care to patients enrolled with them and others who consult. Medical practice services include the diagnosis, management and treatment of health conditions, continuity of health care throughout the lifespan, health promotion, prevention, screening, and referral to hospital and specialists.

Most medical practice providers are affiliated to a PHO. The PHO fund-holding role of PHOs allows an extended range of services to be provided across the collective of providers within a PHO.

Enrolling with a Primary Health Organisation (PHO)

What is a PHO?

Primary Health Organisations are the local structures for delivering and co-ordinating primary health care services. 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 populations.

PHOs receive a set amount of funding from the government to ensure the provision of a range of health services, including visits to the Medical Practice.

Funding is based on the people enrolled with the PHO and their characteristics (e.g. age and gender). 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 clinician / general practice / provider of First Level primary health care services. Advantages of enrolling are that your visits to the Medical Practice will be cheaper and you will have direct access to a range of services linked to the PHO.

How do I enrol?

To enrol you need to complete an Enrolment Form at the medical practice of your choice. Parents can enrol children under 16 years of age, but children over 16 years need to sign their own form.

Q & A

What happens if I go to another Medical Practice?

You can go to another medical practice or change to a new medical practice at any time. If you are enrolled in a PHO through one medical 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 medical practice you should consider enrolling with the practice you visit most often.

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

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

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

If you have not received services from your medical practice in a 3 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 the PHO Enrolment Registers. You can re-enrol with the same medical practice or another medical practice and the affiliated PHO at a later time.

How do I know if I am eligible for publicly funded health and disability services?

Talk to the practice staff, call 0800 855 151, or visit

www.health.govt.nz/new-zealand-health-system/eligibility-publicly-funded-health-services and work through the guide to Eligibility criteria.



FEES

What are the fees I need to pay?

All fees and charges are listed on our website.

www.hhpnz.nz/appointments-and-fees Please visit here to confirm the most up to date costs for services. You can also confirm charges when making an appointment.

www.hhpnz.nz
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