

## PHO System, Funding and Service Guide

### General Practice Quality Programmes

System	Detail
<b>Foundation Standard</b>	<p>The Royal New Zealand College of General Practice (RNZCGP) <a href="#">Quality Framework</a> is made up of two programmes. The Foundation programme represents a collection of legislative, regulatory and clinical requirements for all general practices in Aotearoa New Zealand. It represents a nationally consistent benchmark by which a practice can measure its current quality of care and progress toward health equity outcomes. It is a baseline standard expected of a general practice.</p> <p>All practices are required to complete the Foundation programme to qualify for capitation funding. The Foundation programme must be completed before progression to Cornerstone.</p>
<b>Cornerstone</b>	The Cornerstone programme is modular with accreditation levels: Bronze, Silver and Gold. Practices need to complete two core modules - Equity and Continuous Quality Improvement, to maintain or be awarded Cornerstone Bronze accreditation. Practices can build on this, completing further modules to reach Silver-or-Gold status.
<b>Urgent Care Standards</b>	The Royal New Zealand College of Urgent Care (RNZCUC) has developed <a href="#">standards</a> for community-based urgent care clinics in New Zealand, known as the 'Urgent Care Standard' (UCS). The UCS covers all a facility's important operational aspects.
<b>NZS 8165 office/rooms-based surgery and procedures standard</b>	NZS 8165 is a sector <a href="#">standard</a> that focuses on the needs of patients undergoing day-stay and rooms/office-based surgery and procedures. This standard is used by organisations and facilities that provide surgery and procedures and may use a theatre or a surgical unit.

### PHO Funding Streams

Funding type	Funding purpose	Eligibility/requirements	Contracts/other detail	Links
<b>Capitation Based Funding (CBF)</b>	Main source of GP practice funding. Also referred to as 'back-to-back' contracts.	<p>Applies to Enrolled Population and other Eligible Persons (this may include Casual Users)</p> <p>Funding is determined based on the following demographics of an enrolled population:</p> <ul style="list-style-type: none"> <li>VLCA vs non-VLCA practice</li> <li>High User Health Card holders (HUHC) PLUS</li> <li>Non HUHC holders PLUS</li> <li>Under 14-year-olds PLUS</li> <li>CSC card holders</li> </ul>	<p><b>Funding covers:</b></p> <ul style="list-style-type: none"> <li>First level services and urgent care services</li> <li>General medical services</li> <li>Immunisation services</li> <li>Special support services for former sawmill workers/ dioxin-exposed people</li> <li>Māori health</li> <li>Information management</li> <li>Quality improvement and management</li> <li>Workforce development and management</li> <li>Emergency planning and response</li> </ul>	<a href="#">Ministry of Health</a>
<b>PPP (Priority Population Partnership) Agreement</b>	<p>Also referred to as bulk/flexible funding. Designed to achieve health equity within the enrolled population.</p> <p>Determined on the demographics of an enrolled population rather than a fee-per-service basis.</p>	Practices decide how to allocate this funding based on local assessment equity and need within the priority population, in collaboration with the PHO.	<p><b>PPP funding replaces the following contracts:</b></p> <ul style="list-style-type: none"> <li>Care Plus</li> <li>Services to Improve Access (SIA)</li> <li>System Level Measures (SLM)</li> <li>Diabetes Care Improvement Package (DCIP)</li> <li>Respiratory management</li> <li>Cardiovascular Disease Risk Assessment</li> <li>Whānau Wellness Resource Programme</li> </ul>	
<b>Mental Health</b>	To improve access to mental health and addiction services for people with mild-to-moderate mental illness.	Varies according to contract	<p><b>Related contracts:</b></p> <ul style="list-style-type: none"> <li>Mental Health Programme (fee for service)</li> <li>Integrated primary mental health and addiction services (back-to-back)</li> <li>Clozapine prescribing (fee for service)</li> </ul>	<a href="#">Ministry of Health</a>
<b>Fee for Service</b>	Healthcare providers are reimbursed according to the volume of services provided.	Varies according to contract	<p><b>Related contracts:</b></p> <ul style="list-style-type: none"> <li>B4 School checks</li> <li>National bowel screening</li> <li>Cervical screening</li> <li>Palliative care</li> <li>Coordinated Primary Options (see below)</li> </ul>	
<b>Coordinated Primary Options (CPO)</b>	A series of pathways that provide access to services within a primary care or community setting that would otherwise have been delivered by secondary care (including outpatients).	Available to all Hawke's Bay residents (within remit of respective pathway) who would otherwise require a secondary care service AND can be safely managed in primary care.	<p><b>Related contracts:</b></p> <ul style="list-style-type: none"> <li>CPO Restore in ARRC</li> <li>CPO Sexual Health</li> <li>CPO Skin lesions</li> <li>CPO combined: <ul style="list-style-type: none"> <li>Acute Care pathways</li> <li>Hospital discharge review</li> <li>High- cost contraception/ gynae procedures</li> </ul> </li> </ul>	<a href="#">HHB Service specifications</a>

**Please note:** these funding streams are likely to change as a result of the 2022 health reforms and establishment of Health NZ. See [here](#) for more information.

## PHO funded services and programmes

Service	Detail
<b>Integrated Primary Mental Health &amp; Addiction Services</b>  <a href="#">More info</a>	<b>Health Improvement Practitioners – Pouora (HIPs)</b>  Aim to increase wellbeing and behavioral health intervention services in general practice. HIPs are registered clinicians within the general practice team that can rapidly see anyone (of any age) who is identified to be experiencing any thoughts, feelings or behaviours that are impacting their wellbeing and mental health. HIPs provide brief psychological intervention, to support wellbeing and behaviour change.
	<b>Health Coaches - Poutoko</b>  Act as a partner to the HIP role, encouraging people to identify their own priorities for change and supporting them to find the inner resources, tools and supports to meet their goals. Health Coaches are likely to come from a variety of backgrounds; they are most often people with training and experience in community health and/or people with lived experience of mental health issues.
	<b>Community Support Workers (CSWs)</b>  Provide access to cultural and social supports within the local community including services that support emotional wellbeing. CSW work closely with General Practice staff including HIPs and Health Coaches to address goals outlined by patients and their whānau/family.
<b>Diabetes Clinical Nurse Specialist</b>	To support best practice management of patients with diabetes in primary care settings working with GPs, practice nurses, clinical pharmacy facilitators, other prescribers. To support and mentor practice nurses with a special interest in diabetes with the aim of extending their scope in diabetes management. Management of patients with complex needs including young adults/adults with type 1 diabetes. Offering patient notes review to practices to maximise patient care.  Contact Terrie Spedding: <a href="mailto:Terrie@healthhb.co.nz">Terrie@healthhb.co.nz</a>
<b>Population Health Clinical Pharmacists (co-funded by DHB and PHO)</b>	To positively influence prescribing behaviour for pharmaceuticals and laboratory testing; reinforcing best practice prescribing messages. The Population Health Clinical Pharmacist(s) will look at prescribing practices to identify issues contributing to inequities, inappropriate prescribing and sub-optimal health outcomes. This may include aged related residential care, nurse-led clinics, long-term conditions, mental health or any prescribing issues being generated as a result of contact with hospital services or transition between services.  To view other pharmacy services in Hawke’s Bay including those providing vaccinations including flu see <a href="#">here</a> .
<b>Health Pathways</b>	An online manual used by clinicians to assess, manage and request specialist decisions about a wide range of conditions. Each pathway is agreed between primary and specialist services on how patients with particular conditions will be managed in the local context. Health Hawke’s Bay is in the process of developing Health Pathways for our region. Clinicians can request access to the Hawke’s Bay Community Health Pathways website by emailing <a href="mailto:healthpathways@healthhb.co.nz">healthpathways@healthhb.co.nz</a> .  Learn more and log-in:  <a href="#">Website</a>
<b>Health Care Home</b>	Health Care Home (HCH) is a model designed to enhance patient care and ensure general practices remain sustainable. The focus is on embedding person and whānau-centred care and improving health equity, while ensuring that general practices are sustainable. HCH is a nationally recognised model of care which works together to make the best use of staff time as well as ensuring patients are triaged and treated appropriately for urgent, pro-active and routine care. The process can be customised to best fit each practice. Health Hawke’s Bay is supporting participating general practices to implement Health Care Home (HCH).  <b>Learn more:</b> <ul style="list-style-type: none"> <li>▪ HHB <a href="#">website</a></li> <li>▪ Health Care homes <a href="#">website</a></li> </ul>

## Non-PHO services and programmes

Service	Details and links
Family Violence	
<b>DOVE Hawke's Bay</b>	<p>A social service organization addressing family violence to help individuals and whānau to live safely, respectfully and with dignity. Services provided:</p> <ul style="list-style-type: none"> <li>Women's education programmes</li> <li>Men's programme</li> <li>Family centred social work</li> <li>Support and advocacy</li> <li>Services for young people</li> </ul> <p><a href="#">Website</a></p>
<b>Are You OK?</b>	<p>Community-driven behaviour change campaign to reduce family violence in New Zealand. Resources include:</p> <ul style="list-style-type: none"> <li>Community-led activities</li> <li>Family violence information line: 0800 456 450</li> <li>Online resources including social media</li> </ul> <p><a href="#">Website</a></p>
<b>Women's Refuge</b>	<p>New Zealand's largest nation-wide organization supporting and helping women and children experiencing family violence. Services include:</p> <ul style="list-style-type: none"> <li>24/7 crisis line: 0800 733 843</li> <li>Access to safe houses</li> <li>Advocacy and support within legal, education and other systems</li> <li>Education and support groups</li> </ul> <p><a href="#">Website</a></p>
Long-term condition support	
<b>Kia Ora</b>	<p>Group education to support and educate people and their family/whānau with long-term (or chronic) conditions to develop self-management skills. Available for enrolled patients diagnosed with/at risk of developing a long-term condition, or who care for/work with people with a long-term condition and identify as Māori, Pacific and other ethnicities living in New Zealand Deprivation 9-10 (Quintile 5) areas. Services provided:</p> <ul style="list-style-type: none"> <li>6–8-week course; one session a week for 2.5-3 hours.</li> </ul> <p>More <a href="#">information</a></p>
<b>Green Prescription</b>	<p>A Green Prescription (GRx) is a health professional's written advice to a patient to be physically active, as part of the patient's health management. It's a smart and cost-effective way to help people stay healthy.</p> <p>Most referrals for GRx are to support prevention and management in patients with chronic disease and long-term conditions such as cardiovascular disease and diabetes. In particular, GRx encourage patients to manage their own conditions by increasing physical activity and improving nutrition.</p> <p><a href="#">Information</a> on referral process</p>
Improving Access	
<b>Roopu a Iwi Trust</b>	<p>Te Roopu a Iwi Trust, based in Maraenui, is a Ministry of Social Development (MSD) Level 1 provider engaging in high-intensive, complex social work support. The Trust is the leading Iwi Social Service Provider for Ahuriri (Napier):</p> <ul style="list-style-type: none"> <li>Social Work</li> <li>Whānau support services</li> <li>Care services</li> <li>Youth development</li> <li>Caregiver/caregiving</li> </ul> <p>More <a href="#">information</a></p>
<b>Choices: Kahungunu Health Services</b>	<p>Choices: Kahungunu Health Services offer accessible, affordable and quality health care to all Whānau ora, specializing in Māori and Pacific Island women's and children's health across the lifespan – from antenatal care to birth to pre-school checks. Serving Hastings, Flaxmere, Waipukurau and Napier. There are also mobile nursing clinics which service the rural areas of Hawke's Bay and Central Hawke's Bay\GP Clinic. Many services offered including:</p> <ul style="list-style-type: none"> <li>Antenatal, birth and post-natal care</li> <li>Tamariki Ora, Well Child checks</li> <li>Immunisation</li> <li>Contraception, sexual health</li> <li>Cervical screening</li> <li>Dental enrolment</li> </ul> <p>More <a href="#">information</a></p>

<b>Kahugnunu Executive</b>	<p>Kahungnunu Executive (KE) is committed to providing quality health and social services that meet the needs of all clients, funders and key stakeholders. KE will build and maintain productive relationships with community and government organisations to support clients’ ongoing needs. Services include free mental health and social services.</p> <p>More <a href="#">information</a></p>
<b>Te Kupenga Hauora - Ahuriri</b>	<p>Te Kupenga Hauora – Ahuriri has been providing free, independent health and social services to Ahuriri (Napier) since 1994. Multiple services provided including emergency housing, health services and social workers in schools.</p> <p>More <a href="#">information</a></p>
<b>Te Rangihaeata Oranga Trust</b>	<p>Te Rangihaeata Oranga Trust is part of a New Zealand wide network of Ministry of Health funded gambling organisations that deliver professional clinical treatment, research and health promotion services and programmes. Problem gambling services, free and confidential counselling, education, assessments, men’s and women’s groups, advocacy, follow-ups and alternative therapies</p> <p>More <a href="#">information</a></p>
<b>Te Taiwhenua o Heretaunga</b>	<p>TTOH is the only Ngā Whānau marae o Heretaunga-mandated hauora provider in Heretaunga (Hastings). TTOH provide a wide range of Kaupapa Māori health services to improve the health status of Māori in Heretaunga. Their vision is to develop, extend and deliver services targeting identified Māori health priorities, and to ensure Whānau receive high quality, effective, timely, affordable, accessible and culturally appropriate services.</p> <p>More <a href="#">information</a></p>
<b>Hassle Free clinics</b>	<p>Free drop-in GP clinics provide services in a familiar location for Whatever it Takes clients. Whatever it Takes is a peer support organization for mental health and addiction consumers. Targeted at existing and future clients of Whatever it Takes that have mental health conditions.</p> <p>Clinics provided at:</p> <ul style="list-style-type: none"> <li>▪ Tamatea (The Lighthouse Napier clients)</li> <li>▪ TToH (The Lighthouse Hastings clients)</li> </ul>
<b>LGBTQIA+</b>	
<b>OutLine</b>	<p>OutLine is an all-ages rainbow mental health organisation providing support to the rainbow community, their friends, whānau, and those questioning. Services:</p> <ul style="list-style-type: none"> <li>▪ Nationwide free and confidential support line: 6pm-9pm 0800 688 5463</li> <li>▪ Specialist rainbow counselling</li> <li>▪ Auckland based trans and non-binary peer support service.</li> </ul> <p><a href="#">Website</a></p>
<b>Rainbow YOUTH</b>	<p>Providing support, information, resources &amp; advocacy for Aotearoa’s queer, gender diverse, takatāpui and intersex youth. Services available in Hawke’s Bay:</p> <ul style="list-style-type: none"> <li>▪ <a href="#">Online chat</a> for youth aged 13-27 3-5pm Mon-Fri</li> <li>▪ Resources on <a href="#">website</a></li> </ul>
<b>Mental Health</b>	
<b>1737 Need to Talk</b>	<p>Talk to a trained counsellor for free, anytime. When someone texts or calls 1737 a counsellor will work with the person to develop a care plan. This could include referral to another service, additional counselling or provision of information and support:</p> <ul style="list-style-type: none"> <li>▪ Free text or call 1737</li> </ul> <p><a href="#">Website</a></p>
<b>Depression.org</b>	<p>This website helps New Zealanders recognise and understand depression and anxiety. Includes <b>The Journal</b> (Adult) and <b>The Lowdown</b> (Youth). Services:</p> <ul style="list-style-type: none"> <li>▪ 24-hour support via Telepresence – text, email, phone with trained counsellors. Free text <b>4202</b>. Free call <b>0800 111 757</b>.</li> <li>▪ Culturally Inclusive online self-help programmes</li> </ul> <p><a href="#">Website</a></p>
<b>Beating the Blues</b>	<p>Online cognitive behavioural therapy (CBT) for depression and anxiety, funded by the Ministry of Health and accessible through Manage My Health patient portal. Clinician to introduce patients to the programme. Includes:</p> <ul style="list-style-type: none"> <li>▪ 8 sessions of around 50 minutes</li> </ul> <p><a href="#">Website</a></p>
<b>Like Minds, Like Mine</b>	<p>A NZ Government funded public awareness programme to increase social inclusion and end discrimination towards people with experience of mental illness or distress. Programmes of work include public awareness campaigns, community projects and research.</p> <p><a href="#">Website</a></p>

LeVa	<p>Supporting Pasifika families and communities to unleash their full potential and have the best possible health and wellbeing outcomes. LeVa work alongside work alongside the services and people who deliver mental health, addiction, public health, suicide prevention and general health and wellbeing services.</p> <p><a href="#">Website</a></p>
Drug Help	<p>A programme of the NZ Drug Foundation. Contains information and tools for people concerned about the negative effects of substance use. Services include:</p> <ul style="list-style-type: none"><li>Resources on <a href="#">website</a></li><li>Confidential helplines available 24 hours a day, 7 days a week, free from landline or mobile:<ul style="list-style-type: none"><li>Alcohol Drug Helpline: 0800 787 797</li><li>Māori Helpline: 0800 787 798</li><li>Pasifika Helpline: 0800 787 799</li></ul></li></ul>
Mental health support for young people	
The Lowdown	<p>An interactive website for young people featuring a self-test, fact sheets, a moderated message board and video clips from high profile young people talking about their experiences of depression. The programme is shared between the Ministry of Health and Te Hiringa Hauora/Health Promotion Agency. Services available 24/7:</p> <ul style="list-style-type: none"><li>Free call 0800 111 757</li><li>Free text 5626</li><li>Email and webchat on <a href="#">website</a></li></ul>
What’s Up	<p>Run by Barnados New Zealand, a free nationally available counselling helpline and webchat service for children and teenagers. Incorporates Kidsline. Services:</p> <ul style="list-style-type: none"><li>Free call 0800 942 8787 Mon-Fri 12pm-11pm and Sat/Sun 3pm-11pm</li><li><a href="#">Online chat</a> Mon-Fri 1pm-10pm and Sat/Sun 3pm-10pm</li></ul>
Aunty Dee	<p>Created and run by LeVa. A free online tool for anyone who needs some help working through a problem. NOT a crisis service and not monitored. Services:</p> <ul style="list-style-type: none"><li><a href="#">Online</a>, culturally inclusive resources</li></ul>
Youthline	<p>An organisation supporting young people aged 12-24 years. Services:</p> <ul style="list-style-type: none"><li>Free 24/7 helpline: 0800 376 633</li><li>Free 24/7 text: 234</li><li>Free <a href="#">webchat</a> 7pm-10pm</li><li>Free counselling services</li><li><a href="#">Online</a> resources</li><li>Youth mentoring</li><li>School and community programmes</li></ul>
Sparx	<p>Sparx is designed for young people who want help with feeling down, depressed, worried or stressed. Target age 12-19. NOT a clinical service but provides online learning strategies including CBT using a 3D, culturally inclusive fantasy game environment.</p> <ul style="list-style-type: none"><li><a href="#">Website</a></li></ul>
Mental Health apps (all iPhone and Android compatible)	
<a href="#">Mentemia</a>	<p>An app developed by All Blacks legend and mental health champion Sir John Kirwan. A mental wellbeing coach in the palm of your hand, Mentemia is available on your phone 24/7. It gives you the ability to monitor, manage and improve your mental health. The app allows you to set goals and track progress in much the same way other apps help you to track your physical fitness and health. *Free</p>
<a href="#">Melon</a>	<p>An app that provides a safe space for you to connect with and support other New Zealanders to uplift your emotional wellbeing. The app provides access to an online community, daily webinars to support mental health and wellbeing, a health journal, tools to check in with yourself about how you’re feeling and podcasts, videos and articles to help you learn more about how you can look after your mental health and wellbeing.</p>
<a href="#">Calm</a>	<p>The app is designed to reduce anxiety, improve sleep, and help you to feel happier. Calm focuses on the four key areas of meditation, breathing, sleep, and relaxation, with the aim of bringing joy, clarity, and peace to your daily life. The app delivers meditations that can help you to destress, as well as breathing programs, music, and sounds from nature to relax your mind and body and promote better sleep. Calm is the perfect app if you are new to meditation, but it also offers programs for more advanced users. Meditation sessions are available in lengths of 3–25 minutes, to fit in with your schedule. *Free</p>
Sam	<p>SAM is a friendly app that offers a range of self-help methods for people who are serious about learning to manage their anxiety. SAM has been developed by a university team of psychologists, computer scientists and student users. Established methods of self-help have been combined with high standards of usability to provide an engaging, flexible, and practical resource. No website – find in app stores. *Free</p>
<a href="#">Just a Thought</a>	<p>Just a Thought offers evidence-based Cognitive Behavioural Therapy (CBT) online and is designed for people with mild-to-moderate symptoms of anxiety and depression. CBT teaches people how to control their emotions, thoughts and behaviour to improve their mental health. Includes Cognitive Behavioural Therapy (CBT) lessons and action plans. *Free.</p>
<a href="#">Smiling Mind</a>	<p>Smiling Mind is a free web and app-based program developed by psychologists and educators to help bring balance to people's lives. Just as we eat well and stay fit to keep our body healthy, mindfulness meditation is about mental health and looking after the mind. Smiling Mind is a 100% not-for-profit organisation that works to make mindfulness meditation accessible to all. Our vision is to help every mind thrive. Our mission is to provide accessible, life-long tools to support healthy minds. *Free</p>



<b>Mindshift</b>	Users choose from a list of situations they want help with such as ‘dealing with conflict’ and ‘coping with test anxiety’. They are guided through steps to learn about that anxiety problem and set up a personalised plan for coping better. The app allows users to rate and keep track of their anxiety levels and provides self-help tools such as relaxation exercises, visualisations, mindfulness strategies and inspirational quotes. No website – find in app stores.
<b><u>Headspace</u></b>	Headspace is the simple way to reframe stress. Sleep trouble? Meditation creates the ideal conditions for a good night’s rest. Relax with guided meditations and mindfulness techniques that bring calm, wellness and balance to your life in just a few minutes a day. Get more from your day through mindfulness, be less distracted and reactive, and focus on the things that matter most to you. *Free
<b>Breathe2Relax</b>	Breathe2Relax is a portable stress management tool which provides detailed information on the effects of stress on the body and instructions and practice exercises to help users learn the stress management skill called diaphragmatic breathing. Breathing exercises have been documented to decrease the body’s ‘fight-or-flight’ (stress) response, and help with mood stabilization, anger control, and anxiety management. No website – find in app stores. *Free
<b>T2 Mood Tracker</b>	Mood Tracker allows users to monitor their moods on six pre-loaded scales (anxiety, stress, depression, brain injury, post-traumatic stress, general well-being). Custom scales can also be built. Users rate their moods by swiping a small bar to the left or to the right. The ratings are displayed on graphs to help users track their moods over time. Notes can be recorded to document daily events, medication changes and treatments that may be associated with mood changes, providing accurate information to help health care providers make treatment decisions. No website – find in app stores. *Free
<b>Virtual Hope Box</b>	The Virtual Hope Box (VHB) is a smartphone application designed for use by patients and their behavioral health providers as an accessory to treatment. The VHB contains simple tools to help patients with coping, relaxation, distraction, and positive thinking. Patients and providers can work together to personalize the VHB content on the patient's own smartphone according to the patient's specific needs. The patient can then use the VHB away from clinic, continuing to add or change content as needed. No website – find in app stores. *Free
<b>What’s Up</b>	What's Up? is a fantastic free app utilising some of the best CBT (Cognitive Behavioural Therapy) and ACT (Acceptance Commitment Therapy) methods to help you cope with Depression, Anxiety, Anger, Stress and more! With a beautiful, modern design, simple heading and easy-to-follow methods, you can get to what helps you the most in seconds! No website – find in app stores. *Free
<b><u>Moodpath</u></b>	Moodpath is your pocket-sized mental health companion. Whether you are facing a rough patch or have concerns about your mental health, the app's goal is to support you through the difficult times and guide you out the other side. Moodpath asks daily questions in order to assess your well-being and screen for symptoms of depression. The screening progress aims to increase your awareness of your thoughts, emotions, and feelings. After a period of 2 weeks, the app generates an electronic document that you can discuss with a healthcare professional. More than 150 videos and psychological exercises are available to help you understand your mood and strengthen your mental health. *Free
<b><u>Happify</u></b>	Feeling worried or stressed? Or maybe it’s something more severe? This app aims to give users an instant lift with activities and games to elevate your happiness level. It also includes guided meditations and personalized programs. The visual charts let you track your progress so you can get a sense of how you’re doing overall, based on evidence-based interventions. For even more, Happify Pro is available as a monthly paid subscription. *Free
<b><u>MoodPanda</u></b>	MoodPanda lets you to measure your daily moods and track the scores over time. You can connect to Twitter or Facebook to share your scores and be part of the supportive Moody Pandas community.
<b><u>Clearhead</u></b>	Providing ongoing support without judgement through smart technology and helpful tools and resources. Can connect users to therapists.

## PHO IT systems & Data sources

System	Detail	Local Use
<b>National Enrolment Service register</b>	The National Enrolment Service (NES) has been developed to provide up to date national enrolment and identity data.	The NES register is used by all general practices across New Zealand to ensure an up-to-date data set for Capitation Based Funding calculations
<b>Practice Management System/Software (PMS)</b>	<p>Data management systems that facilitate the processing and management of general practices. Depending on the system, this may include:</p> <ul style="list-style-type: none"> <li>patient demographics</li> <li>clinical note taking</li> <li>prescribing</li> <li>appointment management including online booking</li> <li>document access</li> <li>payments and invoicing</li> <li>communication and telehealth capacity</li> <li>reports and analytics</li> <li>integrations with other programmes.</li> </ul>	<p>PMS systems currently used in Health Hawke's Bay PHO:</p> <ul style="list-style-type: none"> <li><a href="#">Indici</a></li> <li><a href="#">Medtech 32</a></li> <li><a href="#">Medtech Evolution</a></li> <li><a href="#">MyPractice</a></li> </ul> <p>PMS system used in Hawke's Bay DHB:</p> <ul style="list-style-type: none"> <li>Concerto</li> </ul>
<b>Shared electronic health record (SeHR) &amp; Patient Portals</b>	<p>SeHR allow medical information and data to be shared between health information systems to ensure health professionals have access to real-time patient information at the point of care. Read-only data accessible to health professionals may include:</p> <ul style="list-style-type: none"> <li>medical conditions, results and prescribed medications</li> <li>care plans</li> <li>demographics</li> <li>basic clinical encounter information/consultation notes</li> <li>referral orders and notes</li> </ul> <p>Patients can access the SeHR via a patient portal. The equivalent of online banking for health, patient portals are secure online sites. Each PMS has an associated patient portal. Depending on the functionality activated by a practice, patient portals allow patients to:</p> <ul style="list-style-type: none"> <li>access health information including clinical notes, test results, medical history, vaccination history</li> <li>book appointments</li> <li>view current medications</li> <li>request repeat prescriptions</li> <li>receive reminders and recalls from the practice team</li> <li>communicate directly with healthcare providers.</li> </ul>	<p>Patient portals used in Health Hawke's Bay practices:</p> <ul style="list-style-type: none"> <li><a href="#">Manage My Health</a> (Medtech)</li> <li><a href="#">Myindici</a> (Indici)</li> <li><a href="#">Health365</a> (MyPractice)</li> </ul>
<b>Thalamus</b>	Thalamus hosts a range of dashboards created in collaboration with <a href="#">Data Craft Analytics</a>	Dashboards are designed to be used both internally in the PHO and within practices. They include utilization, financial and population-based data in addition to performance monitoring against programmes.
<b>Karo</b>	<a href="#">Karo</a> is a health data management company. They design and develop software and databases to process, analyse and report on patient enrolment registers (such as the NES register), clinical work and clinical outcomes.	Karo provide the PHO with datasets which are used to determine funding, monitor utilization and support programme evaluation.
<b>Halcyon</b>	Halcyon uses a form-based system to record information, integrating logic and algorithms to assist the user in assessing a patient's eligibility with clinical programmes.	<p>Halcyon is integrated with practice PMS systems, collecting data which is used for claiming and monitoring. This information is then integrated into Thalamus.</p> <p>Within the PHO, a secure web application called Halcyon PHO Portal is used to track and manage claims.</p>
<b>LogiqcQMS</b>	Logiqc is a cloud-based Quality Management System (QMS) for managing quality, safety and risk.	The PHO use Logiqc to control and manage documents and contracts. Practices are also beginning to use to Logiqc to manage compliments and complaints.