

Manu Taupua: Community Pharmacy Supported Enrolment Pathway

Health Hawke's Bay (HHB) has implemented Manu Taupua, a Supported Enrolment Pathway for Māori, Pasifika and Community Service Card (CSC) holders who are currently unenrolled in general practice. Referral into this programme is through multiple referral sources as identified by the Manu Taupua Team.

HHB will fund up to six consultations in general practice for whaiora (person) referred into Manu Taupua. This will also include household whānau. These consultations must occur within 12 months of the patient enrolling with the practice.

Benefits for Patients

- Improved engagement with health services.
- Ongoing care for patients and their household whānau health needs.
- Subsidised consultations in general practice for first 12 months, funded by HHB.
- Subsidised Prescriptions.

Criteria

Patients presenting are:

- enrolled in the Manu Taupua Pathway AND
- reside in Hawke's Bay AND
- Māori or Pasifika (ages 14-64 without a CSC) OR
- Current Community Service Card (ages 14-64)

Community Pharmacy

For whaiora referred and eligible for the Manu Taupua, HHB will fund the co-payment for general practice and dentist generated prescriptions for the patient/s and household whānau to their nominated pharmacy, while enrolled in the pathway.

Funding does not include

- Blister packaging of medication
- Over the counter medication
- Non-funded prescription items
- Prescription fees funded through other funding streams
- Prescription part charges
- Specialist Prescriptions

Process for Pharmacy to identifying patients

For patients referred and eligible for Manu Taupua:

- The HHB Health Navigator will contact the nominated community pharmacy to advise of the whaiora and household whānau eligible for funded prescriptions under Manu Taupua
- Whaiora will be eligible for funded prescriptions as soon as they are enrolled in the pathway
- Contact will initially be by telephone, with a follow-up e-mail and then face to face with the referred patient, as required.

- The Pharmacy will need to have an alert (or similar) on their computer system to identify whānau funded under Manu Taupua
- HHB will fund the co-payment for general practice and dentist generated prescriptions (until eligible for a prescription pharmacy card) for the whāiora and household whānau to their nominated community pharmacy while they are enrolled on the pathway.
- Community pharmacy will be advised when the patient exits the pathway and is no longer eligible for funded prescriptions.

Payment for the Service

The Community Pharmacy will make eligible claims through Health Hawke's Bay

Halcyon Provider Portal > Manu Taupua Supported Enrolment > New Pharmacy Claim

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Whāiora who are not enrolled with general practice are offered referral to Manu Taupua, the Supported Enrolment Pathway, if eligible. The referrer will,

- Explain the benefits of enrolment and seek consent for referral.
- Consent declined – alternative provider offered by referrer.
- Consent obtained – Refer into Manu Taupua.

Health Navigator

On receiving referral at HHB, the Health Navigator - will support the whāiora to become enrolled in a general practice.

- Contacts patient to discuss benefits, barriers to enrolment, provide options and identify preferred provider.
- Support enrolment process for the individual and household whānau, facilitation, and ongoing relationship with enrolling general practice, support initial GP visit.
- Support facilitation with community pharmacy, as required.
- Refer to practice of designated Poutoko (Health Coach) for continued support.
- If patient chooses not to enrol with general practice, facilitate relationship with NGO Health Providers.
- Follow up patients accessing NGO Health Providers at three months to determine whether they would like to become enrolled at a general practice.
- When enrolled, if patient is not engaging with practice, the Health Navigator will be advised by the Poutoko who will follow up with patient.
- Nine month follow up with whānau for review and feedback.

General Practice

- Accepts whāiora and household whānau to become enrolled patient/s once referral is accepted.
- HHB will fund six GP/NP/Practice Nurse consultations over a period of 12 months following enrolment (excludes services funded through other funding streams).
- Offer and facilitate all appropriate screening, vaccinations for patient and household whānau.
- If the patient is not engaging in general practice services, they can be referred to Health Coach for additional support and follow up.

Poutoko (Health Coach)

- The Health Navigator hands over facilitation to the Poutoko attached to enrolling practice or floating Poutoko.
- Poutoko continues to facilitate relationship between general practice and patient.
- Poutoko walks alongside the patient and household whānau during the 12-month programme.
- Engaged with general practice - no further follow up required.
- Not engaged with general practice - continue to facilitate relationship and advise the Health Navigator.
- Nine month follow up with whānau for review and feedback, as required.

Exiting Patient from Programme

Patients are exited from the programme by:

- Choosing not to enrol in general practice and remain accessing NGO Health Provider.
- Not engaging with Poutoko or general practice. Patient will remain enrolled with general practice but will be exited from the Manu Taupua.
- Accessing six visits to general practice over 12-month period.

For further enquiries please e-mail: manutaupua@healthhb.co.nz

Manu Taupua: Supported Enrolment Pathway (Appendix 1)

- Criteria:**
- Not enrolled with general practice
 - Resides in HB
 - Māori or Pasifika or CSC Holders

