

ENROLMENT INFORMATION GUIDE FOR PATIENTS

General Practice provides comprehensive primary, community-based and continuing patient-centred health care to patients enrolled with them and others who consult. General 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.

What is a Primary Health Organisation (PHO)?

Primary Health Organisations (PHO) are the local structures for delivering and co-ordinating primary health care services. PHO's bring together Doctors, Nurses and other health professionals (such as Māori health workers, health promoters, dieticians, pharmacists, physiotherapists, mental health workers and midwives) in the community to serve the needs of their enrolled populations.

PHO's receive a set amount of funding from the government to ensure the provision of a range of health services, including visits to the Doctor. Funding is based on the people enrolled with the PHO and their characteristics (e.g. age, gender and ethnicity.)

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. 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. 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.

How do I enrol?

To enrol you must be eligible, entitled and complete an enrolment form at the general practice of your choice (if they are enrolling).

You will need to provide evidence of citizenship or eligibility for publicly funded health services; please do not be offended when asked.

Parents can enrol children under 16 years of age but children over 16 years need to sign their own form.

Your general practice provider is affiliated to Health Hawke's Bay (HHB) which provides services and its fund-holding role allows an extended range of services to be provided across the collective of providers. Additionally, HHB provides clinical governance, quality and education support to its members.

What happens if I go to another general practice?

You can go to another practice or change to a new 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 visit more than one general practice you should consider enrolling with the practice you visit most often.

You will be asked for permission to share information from the visit with your regular doctor or practice. If you are under 18 years or have a High User Health Card or Community Services Card and visit another GP who is not your regular doctor, he/she can make a claim for a subsidy. It is likely that

you will be required to pay higher fees. The practice you are enrolled in will be informed of the date of the visit. The name of the practice you visited and the reason(s) for the visit will not be disclosed unless you give consent.

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

If you have not received services from your general 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 general 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.

Patient Enrolment information

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

- Held by the general practice
- Used by the Ministry of Health to give you a National Health Index (NHI) number, or update any changes
- 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.

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

- Talk to the general practice staff
- Call 0800 855 151
- Visit [Manatū Hauora website](#) and work through the guide to eligibility criteria

Where do I go for After Hours Care?

If you are feeling sick or unwell, always contact your medical centre first.

Please don't head to the hospital emergency department unless it's truly an emergency.

Your GP's after-hours response team will help you assess the best treatment and next steps when you or someone close to you is in pain or feeling unwell.

Practice Plus

Health Hawke's Bay partners with Practice Plus to provide same day virtual (telephone or video) after-hours GP appointments for enrolled patients, as an extension of our regular medical centre team.

Practice Plus is available weekdays 5pm-10pm and weekends/public holidays 8am-8pm.

Visit the Practice Plus [website](#) to find out more and to register/book an appointment.

How do I enrol?

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

What are the enrolment criteria?

I am entitled to enrol because I am residing permanently in New Zealand. <i>The definition of residing permanently in NZ is that you intend to be resident in New Zealand for at least 183 days in the next 12 months</i>	<input type="checkbox"/>
---	--------------------------

AND I am eligible to enrol because:

a	I am a New Zealand citizen (including people from Cook Islands, Niue or Tokelau) <i>(If yes, tick box and proceed to I confirm that, if requested, I can provide proof of my eligibility below) OR</i>	<input type="checkbox"/>
---	---	--------------------------

If you are **not** a New Zealand citizen please tick which eligibility criteria applies to you (b–j) below:

b	I hold a resident visa or a permanent resident visa (or a residence permit if issued before December 2010) or	<input type="checkbox"/>
c	I am an Australian citizen or Australian permanent resident AND able to show I have been in New Zealand or intend to stay in New Zealand for at least 2 consecutive years or	<input type="checkbox"/>
d	I have a current work visa/permit and can show that I am legally able to be in New Zealand for at least 2 years (previous visa/permits included) or	<input type="checkbox"/>
e	I am an interim visa holder who was eligible immediately before my interim visa started or <i>* If a person has an interim visa this means they are waiting for Immigration to finish processing an application. Immigration issues interim visas if the old visa has run out but the new visa is processing. To determine the eligibility of an interim visa holder you should look at what their eligibility status was immediately prior to being issued the interim visa. For example, the person had a two-year work permit and has been issued with an interim visa while waiting for their application for another two-year work permit to be processed. Immigration usually issues Interim visas in a letter form</i>	<input type="checkbox"/>
f	I am a refugee or protected person OR in the process of applying for, or appealing refugee or protection status, OR a victim or suspected victim of people trafficking or	<input type="checkbox"/>
g	I am under 18 years and in the care and control of a parent/legal guardian/adopting parent who meets one criterion in clauses a–f above or	<input type="checkbox"/>
h	I am a NZ Aid Programme student studying in NZ and receiving Official Development Assistance funding (or their partner or child under 18 years old) or	<input type="checkbox"/>
i	I am participating in the Ministry of Education Foreign Language Teaching Assistantship scheme	<input type="checkbox"/>
j	I am a Commonwealth Scholarship holder studying in NZ and receiving funding from a New Zealand university under the Commonwealth Scholarship and Fellowship Fund	<input type="checkbox"/>

You will need to tick the eligibility criteria that applies to you on your enrolment form. For further information about eligibility, please refer to www.moh.govt.nz/eligibility.

Other circumstances where you may be asked to sign an enrolment form:

Casual patient

If you do not meet the enrolment criteria and wish to be a casual patient, your practice may ask you to complete a separate Casual Patient Details' 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 someone else (other than children)

In some circumstances, you may sign for another person if they are unable to consent on their own behalf. This is referred to as 'Signed by Authority'.

Frequently asked questions

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 practice changes to a new PHO?

If the general practice changes to a new PHO, they 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 affiliated PHO at a later time.

Can I enrol with a practice online (E Enrolment)?

Yes if the practice offers that option. You still must meet the enrolment criteria of being entitled and eligible. The form must contain all the mandatory minimum dataset, must have a signature (either ink or digital pen) and must be able to be printed in a format that presents all enrolment form requirements