



Enrolment of New Patients

1 SUMMARY

Doctors on Riccarton offers enrolment to eligible patients who are entitled to enrol. By enrolling, patients are nominating our practice as their regular healthcare provider and will receive government subsidised medical care.

From time to time the books of one or more GP's may be closed restricting the ability of new patients to enrol at this practice for their health care.

The process for managing patient's medical records including the transfer between general practices is covered by this policy. It is important that the provisions of the Privacy Policy are also read in conjunction with this policy.

2 POLICY STATEMENT

2.1 Purpose

To provide clarity around enrolment processes to enable patients' healthcare needs to be managed by their nominated or preferred medical practice.

2.2 Background

Since the Code of Health and Disability Services Consumers' Rights was established in 1996, it is a legal requirement for every medical practice to offer enrolment to all eligible patients (unless the GP cannot safely take more patients, in which case their books are closed).

2.3 Scope

All staff are involved in ensuring eligible patients are able to enrol with the practice and have their previous medical records transferred to the practice if they choose to.

2.4 Responsibilities

All staff are responsible for ensuring that the policy is adhered to and that all eligible patients are able to enrol with this practice.

2.5 Definitions & Abbreviations

'Books'	Refers to the list of patients enrolled with a specific GP which may be open for further enrolments or closed meaning no further patients are able to enrol for that period of time.
Eligible Patient	Is a person who is eligible for publically-funded health and disability services pursuant to the Health and Disability Services Eligibility Direction 2001
Entitlement to enrol	A person who is residing permanently in NZ and wishes to use the provider for on-going, regular health care.
PMS	Patient Management System, eg Medtech 32

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ENROLMENT AND RECORD TRANSFER POLICY Issued by: Marina Chin (Practice Manager) Authorised by: Marina Chin (Practice Manager)	Version 1.0 12-2020 Issue Date: 20-12-2020 Review Date: 20-12-2022	Page 1 of 3
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2.6 Related Policies

- Privacy Policy
- Implementation of the Code of Health and Disability Service Consumers' Rights Policy
- Security of Electronic Health Information Policy
- Transfer of Medical Records Policy
- Policy and Procedure for Handling Newly Received Patient Notes

3 POLICY DETAIL AND PROCEDURES

3.1 Enrolment Policy

- All eligible patients wishing to enrol with a GP at Doctors on Riccarton will be accepted unless from time to time the books of one or more of the GPs at this practice are deemed to be closed for safety or other reasons.
- Doctors on Riccarton does not operate an enrolment waiting scheme.

3.2 Enrolment Process

- When new patients present to Doctors on Riccarton for the first time, their demographic data will be collected, and they will be asked if they are currently enrolled with another provider.
- If a patient would like to enrol with this practice they will be given a printed enrolment form, along with the Enrolling with General Practice Guide which explains eligibility and the PHO relationship.
- Practice staff are responsible for assessing Entitlement and Eligibility to Enrol. Where there is a question of eligibility, patients must present official documentation, e.g. a visa or passport, to support their eligibility and this will be scanned and uploaded to their file.
- Enrolling patients should complete the Enrolment form with all mandatory information and sign and dated.
- Patients who wish to enrol will be asked if they would like their medical records transferred from their previous practice. If they do, they will be asked to complete the appropriate section of the enrolment form.
- The reception staff will record all the mandatory details on the PMS, including the Enrolment Status as 'confirmed' and the Enrolment Date as per the date shown on the Enrolment form, and synchronise the data with the NES database prior to enrolling the patient on the PMS database.
- Reception staff will scan and attach the Enrolment Form to the patient's file, ensuring that any scanned forms clearly show the required information, including signature and date. The paper form will be saved for seven years which is 'best practice' after which time it may be destroyed.

3.3 Maintenance of patient details.

- Patients will be asked each time they contact the medical centre if any of their details have changed.
- Once a year and at the time of a medical visit patients will be asked to complete or confirm an enrolment 'update' form as a way of keeping relevant personal details up to date.

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3.4 Re-enrolment.

- Regular check using the practice's PMS enrolment expiry report and the PHO's GPVu Register Management Report will be made to identify patients whose enrolment at Doctors on Riccarton is about to lapse due to three years of inactivity.
- Contact will be made with the identified patients asking them if they would like to maintain Doctors on Riccarton as their primary health provider.
- An Enrolled Person may confirm their enrolment in three ways:
 1. The Enrolled Person signs a confirmation of enrolment form (NB The original enrolment form needs to be retained as either a hard or electronic copy);
 2. The Enrolled Person signs a new Enrolment Form; or
 3. The Enrolled Person confirms continued enrolment through Auditable Contact.

Auditable Contact:

- may be a telephone contact or electronic media exchange with an Enrolled Person that specifically confirms his/her intention to remain enrolled with the Contracted Provider
- is only acceptable if the conversation is documented in the Enrolled Person's Notes (Indici PMS Timeline) and there is sufficient documented evidence that the Enrolled Person's eligibility and entitlement to be enrolled has been confirmed, and there is no reason why the Enrolled Person's eligibility and entitlement to be enrolled would have changed
- may be used as confirmation of enrolment only if there is a signed Enrolment Form on file. NB Prior to 1 April 2004 a signed Enrolment Form was not required
- may be used to update the Date of Confirmation of Enrolment field in the PMS if the above conditions are met

3.5 Transferring Medical Records from another Medical Centre

Refer to the Policy and Procedure for Handling Newly Received Patient Notes

3.6 Transferring Medical Records to another Medical Centre

Refer to the Transfer of Medical Records Policy

4 REFERENCES

- Privacy Act
- Health information Privacy Code 1994
- The Code of Health and Disability Services Consumers' Rights 1996
- Pegasus World

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