

Enrolment FAQs

What does enrolling mean?

An enrolled patient is someone who has chosen GP Central as their general practice or primary care provider. Our doctors and nurses become your main contact for your healthcare needs. As an enrolled patient, your healthcare is subsidised by the New Zealand Government, so your appointments are cheaper. You can only be enrolled with one GP clinic at a time. It's free to enrol.

How can I enrol with GP Central?

To enrol, you must be eligible and entitled to access publicly funded healthcare services in New Zealand. Simply complete the enrolment forms on our website or at our practice and provide the required evidence of citizenship or eligibility.

What are the enrolment criteria?

To enrol, you must meet one of the following criteria:

- Be a New Zealand citizen.
- Hold a resident visa or a permanent resident visa.
- Be an Australian citizen or Australian permanent resident and intend to stay in New Zealand for at least 2 consecutive years.
- Hold a work visa/permit and be able to show you can be in New Zealand for at least 2 years.
- Be an interim visa holder.
- Be a refugee or protected person.
- Be under 18 years and in the care of a qualified guardian.
- Be a NZ Aid Programme student.
- Be participating in specific government programs.

See the document below for more information - *Eligibility for Publicly Funded Health and Disability Services*

Can I visit another general practice?

Yes, you can seek care from another general practice at any time. However, if you're enrolled with us and visit another practice as a casual patient, you will incur a higher fee for that visit.

What if I'm enrolled but don't visit often?

If you haven't received services from our practice in 3 years, we will contact you to confirm if you wish to stay enrolled. If we can't reach you or you don't respond, we are required by the Ministry of Health to remove your name from our enrolment registers. We will still retain your medical records. You can re-enrol later if needed.

Please help us by ensuring your contact details are up to date.

Don't want to enrol?

If we have capacity, you can still see us as a casual patient (without changing your GP and enrolling with us). Keep in mind that casual patients will incur higher fees when visiting any GP clinic.

How is my health information used?

Your health information is collected to provide quality care, ensure safety, plan and fund health services, conduct research, train healthcare professionals, and more. Your privacy is respected, and your information is securely stored and shared only with your consent or as authorised by law.

See the document below for more information - *Use and confidentiality of your health information*

What is a PHO?

Primary Health Organisations are the local structures for delivering and co-ordinating primary healthcare 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.

Most general practice providers are affiliated to a PHO. PHOs receive a set amount of funding from the government to ensure the provision of a range of health services, including visits to the GP. 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. Our PHO is the largest in New Zealand, called [ProCare Health](#).

Checking Eligibility for Publicly Funded Health and Disability Services

Table 1: Categories of eligibility for *any* publicly funded health or disability service.

Category	Eligibility for Publicly Funded Health and Disability Services	Proof of Eligibility
New Zealand Citizen (including people from the Cook Islands, Niue or Tokelau)	NZ citizens are eligible for the full range of publicly funded health and disability services.	NZ passport OR NZ certificate of identity OR NZ birth certificate OR Cook Islands, Niue or Tokelau birth certificate OR NZ certificate of citizenship OR Certified copy of a descent registration certificate OR social security benefit papers (except emergency benefit) AND two forms of supporting identity information, one with a photo (unless passport is provided).
New Zealand Residence Class Visa Holders	People who hold residence class visas are eligible for the full range of publicly funded health and disability services. NB: Australian citizens and Australian permanent residents are automatically issued resident visas on arrival in NZ, but their eligibility is dealt with in two sections below (ie. Full or limited eligibility)	Passport with resident visa OR Passport with permanent resident visa OR Social security benefit papers (except emergency benefit) AND two forms of supporting identity information, one with a photo (unless main proof is passport). If they became residents before December 2010, they will hold a residence permit. This is now called a residence class visa.
Australian citizen or permanent resident staying in NZ for two years or more.	Citizens of the Commonwealth of Australia and people holding a current permanent residence visa (includes a resident return visa) issued by the Government of Australia are eligible for the full range of publicly funded health and disability services IF they are able to demonstrate they have or intend to spend at least two consecutive years in New Zealand.	Australian passport, or other passport with Australian permanent resident/resident return visa AND Evidence that New Zealand has been/will be their principal place of residence for at least two years (e.g. employment, house purchase). The two years is counted from their arrival date in New Zealand.
Work visa holders in New Zealand for two years or more	A work visa holder whose visa or visas allow them to stay in New Zealand for at least two consecutive years is eligible for the full range of publicly funded health and disability services.	A current work visa that allows for a total continuous stay of at least 2 years OR A current work visa and other visa/permit held immediately prior that allows a consecutive 24 month stay. NB: if their visa was issued before December 2010, it will be called a work permit.
Interim visa holder	An interim visa holder who was eligible immediately before their interim visa started is eligible for publicly funded health and disability services.	Interim visa letter plus evidence of eligibility before the interim visa (eg. a letter from Immigration NZ with information on visas held prior to the interim visa, including time spent

Category	Eligibility for Publicly Funded Health and Disability Services	Proof of Eligibility
		outside NZ). NB: An assessment of former eligibility will need to be made.
Refugees, protected persons and victims of people trafficking.	A person who: has refugee or protected person status in New Zealand, OR is in the process of having an application for refugee or protection status determined by Immigration NZ, OR is in the process of having an appeal against refusal of refugee or protection status determined by the Immigration and Protection Tribunal OR is a victim or suspected victim of a people trafficking offence.	Refugee travel document issued under the Passport Act 1992 OR Certificate of Identity (COI) AND Proof of refugee status/application such as a recent letter from Immigration NZ confirming that the person: has been recognised as a refugee OR has a current application for refugee status OR A recent letter from the Immigration and Protection Tribunal confirming the person is appealing against a refusal of refugee status. If the Col states the person has residency status, the INZ letters are not necessary. OR A letter from the Police stating the person is a victim or suspected victim of people trafficking.
Students	<p>NZ Aid programme student A NZ Aid Programme student, studying in NZ, receiving Official Development Assistance funding AND:</p> <ul style="list-style-type: none"> - their partner OR - their dependant child, aged 17 years or younger. <p>Commonwealth Scholarship Holder A student studying in New Zealand and funded by a New Zealand university under the Commonwealth Scholarship and Fellowship Plan is eligible for publicly funded services. NB: Children of Commonwealth Scholarship holders under this scheme are <u>NOT ELIGIBLE</u> for publicly funded health services unless they meet the eligibility criteria in their own right.]</p>	<p>Passport with a current NZ student visa AND Documents that indicate the person is a NZ Aid Programme student, or the partner or child of one. For partners and dependants: evidence of Official Development Assistance funding on the basis of relationship.</p> <p>Passport with a student visa AND Documents that confirm the person is currently studying under the Commonwealth Scholarship and Fellowship Plan.</p>

Category	Eligibility for Publicly Funded Health and Disability Services	Proof of Eligibility
Children	<p>A child under 18 who does not meet one of the above criteria, but whose parent, legal guardian, person applying to be their guardian or adoptive parent is eligible as a:</p> <ul style="list-style-type: none"> a) New Zealand citizen b) New Zealand residence class visa holder c) an eligible Australian citizen/Australian permanent resident (as above – if staying two years) d) an eligible work visa holder e) an eligible interim visa holder f) a refugee or protected person or victim/suspected victim of people trafficking (as above) g) a NZ Aid programme student. 	<p>Evidence that the child is in the care and control of an eligible adult, who is their legal guardian, parent or in the process of adopting the child or becoming their legal guardian. (Birth certificate, adoption papers, guardianship papers or, for a child being adopted: CYF social worker confirmation or NZ Family Court confirmation). See relevant section for proof of adult's eligibility.</p>
Foreign Language Teaching Assistantship Scheme	<p>A participant in the Ministry of Education Foreign Language Teaching Assistantship Scheme is eligible for publicly funded health and disability services while participating in this scheme.</p> <p>Partners and children of foreign language teaching assistants are NOT ELIGIBLE for publicly funded health services unless they meet one of the other criteria.</p>	<p>Passport with a current work visa AND 'To whom it may concern' letter signed by International Languages Aotearoa NZ or Uniservices stating that the person is currently a teacher on this scheme.</p>

NB: Visitor and student permit holders who had been eligible since October 2003 are no longer eligible under the 2011 Eligibility Direction. They are no longer entitled to be enrolled unless they have become eligible under another criterion.

Eligible for a limited range of publicly funded health and disability services.

The following table outlines people who have limited eligibility for specific services. Check first if they meet any of the criteria in table 1 that would make them eligible to be considered for any publicly funded health and disability service.

Category	Eligibility for Publicly Funded Health and Disability Services	Proof of Eligibility
UK Citizen	<p>Under a Reciprocal Health Agreement a UK citizen temporarily in New Zealand is eligible for treatment (medical, hospital and related) on the same basis as a New Zealand citizen if he/she:</p> <ul style="list-style-type: none"> - is ordinarily resident in the UK - is on a temporary stay in NZ, and - requires medical treatment which in the opinion of a medical practitioner needs prompt attention for a condition that arose after arrival into New Zealand, OR became, or without treatment would have become acutely exacerbated after arrival. 	<p>UK passport AND Proof that they usually reside in the UK (e.g. return ticket to the UK) AND Medical practitioner opinion that treatment is required as per conditions. Note: Check the person is not eligible for the full range of services under other criteria (e.g. eligible work visa holder, eligible permanent resident).</p>
Australian residents	<p>Under a reciprocal health agreement, an Australian citizen, Australian permanent resident or other Australian resident is eligible for:</p> <ul style="list-style-type: none"> - immediately necessary hospital services, maternity services and pharmaceuticals, as determined by the provider of medical treatment. 	<p>Australian passport OR Other passport with Australian permanent resident visa/return resident visa OR Australian Medicare card OR proof of residing in Australia.</p>
Pregnant Women	<p>An otherwise ineligible pregnant partner of an eligible person is eligible for maternity-related services, on the basis that the child is likely to be born eligible. Should the partnership end during the pregnancy, but the child be born a New Zealand citizen, the maternity-related services continue to be funded.</p> <p>A Partner is:</p> <ul style="list-style-type: none"> - where the parties are legally married or in a civil union, the spouse or civil union partner, OR - a de facto partner within the meaning of that term in section 29 of the Interpretation Act 1999. <p>NB. This does not include partners of Commonwealth and Fellowship Plan students or Foreign Language Teaching Assistants.</p>	<p>Proof of partnership to eligible person (eg. marriage or civil union certificate, or a declaration with a de facto partner) AND Proof of the partner's eligibility (refer to relevant criteria). OR Evidence that the child is granted New Zealand citizenship by birth (ie. A NZ birth certificate).</p>
HIV infected pregnant women	<p>Any pregnant woman infected with HIV has free access to the following hospital services:</p> <ul style="list-style-type: none"> - blood tests to determine HIV viral load in the pregnant woman - a hospital-based lead maternity carer - a funded course of antiretroviral drug(s), noting that there is no entitlement to ongoing antiretroviral treatment for the mother - information around safe alternatives to breastfeeding 	<p>Proof of being pregnant and infected with the HIV virus.</p>

	<ul style="list-style-type: none"> - a caesarean section and post caesarean section hospitalisation - postnatal hospital visits for the child to determine the HIV status of the child. 	
Infectious diseases	<p>People who have or who are suspected of having an infectious disease or a quarantinable disease are eligible for funded services relating to:</p> <ul style="list-style-type: none"> - the surveillance - the diagnosis - the treatment - follow-up services and - contact tracing services <p>of the person's infectious or quarantinable disease to the extent appropriate to manage the public health risk.</p>	Refer any enquiries to the local Medical Officer of Health.
Other compulsory public health services	<p>Services received under any of:</p> <ul style="list-style-type: none"> - the Mental Health (Compulsory Assessment and Treatment) Act 1992 - the Alcoholism and Drug Addiction Act 1966 - the Criminal Procedure (Mentally Impaired Persons) Act 2003 - the Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003. <p>are funded regardless of a person's citizenship or immigration status.</p>	Refer any enquiries to the area District Inspector or the Ministry of Health.
ACC	Everyone in New Zealand may be eligible for ACC services, visitors and residents alike.	Claim accepted by ACC.
WellChild/Tamariki Ora Services	All children are eligible for WellChild/Tamariki Ora services.	Not required.
Immunisations	All children are eligible for publicly funded immunisations, regardless of their citizenship or immigration status.	Not required.

Prisoners	Prisoners are eligible for publicly funded health and disability services that are not provided within prison facilities, regardless of their immigration status.	Court documents indicating the person is on remand or awaiting sentencing.
Diplomats	Foreign diplomats and their family members are NOT ELIGIBLE for publicly funded health and disability services except for ACC . They will have health insurance.	Claim accepted by ACC.

Use and confidentiality of your health information

Your privacy and confidentiality will be fully respected. This fact sheet sets out why we collect your information and how that information will be used.

Purpose

We collect your health information to provide a record of care. This helps you receive quality treatment and care when you need it.

We also collect your health information to help:

- keep you and others safe
- plan and fund health services
- carry out authorised research
- train healthcare professionals
- prepare and publish statistics
- improve government services.

Confidentiality and information sharing

Your privacy and the confidentiality of your information is really important to us.

- Your health practitioner will record relevant information from your consultation in your notes.
- Your health information will be shared with others involved in your healthcare and with other agencies with your consent, or if authorised by law.
- You don't have to share your health information, however, withholding it may affect the quality of care you receive. Talk to your health practitioner if you have any concerns.
- You have the right to know where your information is kept, who has access rights, and, if the system has audit log capability, who has viewed or updated your information.
- Your information will be kept securely to prevent unauthorised access.

Information quality

We're required to keep your information accurate, up-to-date and relevant for your treatment and care.

Right to access and correct

You have the right to access and correct your health information.

- You have the right to see and request a copy of your health information. You don't have to explain why you're requesting that information, but may be required to provide proof of your identity. If you request a second copy of that information within 12 months, you may have to pay an administration fee.
- You can ask for health information about you to be corrected. Practice staff should provide you with reasonable assistance. If your healthcare provider chooses not to change that information, you can have this noted on your file.

Many practices now offer a patient portal, which allows you to view some of your practice health records online. Ask your practice if they're offering a portal so you can register.

Use of your health information

Examples of how your health information is used is outlined below:

If your practice is contracted to a Primary Health Organisation (PHO), the PHO may use your information for clinical and administrative purposes including obtaining subsidised funding for you.

- Some health information we collect and generate is stored electronically by cloud service providers located in Australia. This information may also be processed (but not stored) by these providers in other countries. The information is encrypted at all times and these providers comply with internationally recognised security standards.
- Your District Health Board (DHB) uses your information to provide treatment and care, and to improve the quality of its services.
- A clinical audit may be conducted by a qualified health practitioner to review the quality of services provided to you. They may also view health records if the audit involves checking on health matters.
- When you choose to register in a health programme (eg immunisation or breast screening), relevant information may be shared with other health agencies.
- The Ministry of Health uses your demographic information to assign a unique number to you on the National Health Index (NHI). This NHI number will help identify you when you use health services.
- The Ministry of Health holds health information to measure how well health services are delivered and to plan and fund future health services. Auditors may occasionally conduct financial audits of your health practitioner. The auditors may review your records and may contact you to check that you received those services.
- Notification of births and deaths to the Births, Deaths and Marriages register may be performed electronically to streamline a person's interactions with government.

Research

Your health information may be used in research approved by an ethics committee or when it has had identifying details removed.

- Research which may directly or indirectly identify you can only be published if the researcher has previously obtained your consent and the study has received ethics approval.
- Under the law, you are not required to give consent to the use of your health information if it's for unpublished research or statistical purposes, or if it's published in a way that doesn't identify you.

Complaints

It's OK to complain if you're not happy with the way your health information is collected or used.

Talk to your healthcare provider in the first instance. If you are still unhappy with the response you can call the Office of the Privacy Commissioner toll-free on 0800 803 909, as they can investigate this further.

For further information

Further detail in regard to the matters discussed in this fact sheet can be found on the Ministry of Health website at <http://www.health.govt.nz/your-health/services-and-support/health-care-services/sharing-your-health-information>.

Your personal health information and how it is used.



CONSENT TO COLLECT PATIENT HEALTH INFORMATION

Patients directly consent to health information (patient data) being collected when they sign an enrolment form with their family doctor or visit a GP practice.

Your health information will be shared with others involved in your healthcare.

This helps to improve care for individuals, and with the health information from many people collected together it can be used to improve health services, care for other patients and future generations as well as community wellbeing.

Patient data is used for the following reasons:

- To measure and improve the quality of healthcare
- To understand the frequency and severity of common major health problems
- To ensure that the differences in health status between different population groups are reduced
- To identify health prevention and promotion strategies
- To advocate for changes and improvement to health care funding and delivery
- To support some health research, subject to approval by an ethics committee
- To meet contract requirements with the Ministry of Health needed to obtain funding to reduce the cost of your GP visits

SECURITY & PRIVACY OF PATIENT DATA

ProCare is a Primary Health Organisation (PHO). Patient data is sent securely to the PHO which stores this information in a data warehouse. The data provides a single source of information for practice clinicians. It is able to produce reports that help manage and improve services for patients.

Some health information we collect and generate is stored electronically by cloud service providers located in Australia. This information may also be processed (but not stored) on cloud servers located in other overseas countries. This information is encrypted at all times and these providers comply with internationally recognised security standards.

Information is also sent to the Ministry of Health to allocate funding subsidies which reduce the cost of GP visits.

Robust protocols and processes have been developed for collecting and storing this data to make sure it is kept safe and protected.

Our processes are fully compliant with the Privacy Act 1993 and Health Information Privacy Code.

WHAT INFORMATION IS COLLECTED?

- Information about you (name, date of birth, gender, address, ethnicity, citizenship, NHI number)
- Information about your health and your medical conditions and measurements
- Information about health services that are being provided to you e.g. medications, immunisations, health screening, lab results
- Information about the financial transactions around consultation charges

Information is not collected from your consultation notes (the progress notes your GP made on your file regarding your visits).

CONSENT OPTIONS

If you do not consent to health information such as medical conditions, medications and lab results being collected, then you may 'opt-off' by letting your practice know.