



**DECEMBER 2009**

**NEWSLETTER**

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**YTD Referrals**

1 July to 30 Nov 2009

**Counties Manukau DHB:**

Total Referrals **2628**

Managed **87%**

Average Cost **\$206.78**

Average/Month **526**

**Auckland DHB:**

Total Referrals **777**

Managed **87%**

Average Cost **\$184.42**

Average/Month **155**

**'Tis the Season...**

Here we are again coming to the close of another year and in the midst of the Christmas rush. Many of you will now be busily tidying up loose ends, finishing up (or just starting!) Christmas shopping and probably eating far too many Christmas mince pies!

The team at Primary Options would like to take this opportunity to thank you all for your tremendous support over this last year. For all those taking a break and heading away, we wish you a safe journey and cross fingers for another stunning kiwi summer.



**CHRISTMAS OFFICE HOURS**

The Primary Options office will be closed from December 24th 2009 and will open again on Wednesday January 6th.

During this period all calls will be answered by our after hours service, however please be aware that limited services will be available during this period.

For all administration or accounts queries, please contact us on the 6th January or email [poac@easthealth.co.nz](mailto:poac@easthealth.co.nz)

*Merry Christmas*



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*"Primary Care  
Making a  
Difference"*

## URGENT LABORATORY TESTS

We have received a number of phone calls concerned about delays in the collection and reporting of urgent laboratory testing.

Primary Options and Labtests are currently in discussion and will be confirming a standard operation process for the collection, processing and reporting on these urgent tests.

This will likely involve a unique identifiable sticker which will ensure that all Primary Options referrals are dealt with priority. More information on this will follow in the new year.

## Transfer of Care and Patient Safety

We recently became aware of a case in which an 82 year old man was referred by his GP to an A&M clinic for IV rehydration. Although a referral letter was sent with the patient, the GP failed to obtain verbal acceptance by the clinic. Upon arrival the patient was assessed as severely dehydrated and was immediately admitted to MMH.

This case raises the issues of Transfer of Care responsibility and Patient Safety

When a patient under Primary Options funding is to be referred to another treatment provider, a phone call to the receiving doctor and full documentation is mandatory as with any Transfer of Care

Please ensure that management under Primary Options will not compromise patient safety. Remember that the very old are often frail and fragile which places them at particular risk, and that you take full clinical responsibility for your decisions.

**PATIENT SAFETY: NOT NEGOTIABLE**

## Primary Options for Mental Health in Counties Manukau

Counties Manukau DHB have made available funding to support people who are being actively treated for a moderately severe mental health problem.

The service is a twelve month pilot available to the CMDHB enrolled population and may provide for up to six weeks (max \$600 funding) of practical supports to assist in the recovery of these patients. Please note this service does not fund clinical services.

For those who need additional copies of the information manual or referral forms, please email [deannaw@easthealth.co.nz](mailto:deannaw@easthealth.co.nz) or visit the Primary Options website [www.primaryoptions.co.nz](http://www.primaryoptions.co.nz)

To discuss potential cases for referral, please phone (09) 535 7218.