



Primary Options *for* Acute Care

Auckland, Counties Manukau & Waitemata

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It is hard to imagine we are almost half way through the year, however the nights are getting colder and in just a few more sleeps, the winter months will be here. And with winter comes the Flu season!

POAC is available to support you and your patients by providing an alternative to potential hospital referrals. We can reduce the number of patients being exposed to unnecessary exposure to bugs (sometimes ending up sicker than when they went in) and relieve the hospital of potentially avoidable admissions, by managing your patients care in the community.

POAC funding can be used to keep patients at home under the care of general practice with additional supports such as Home Help, Respite Care in a Rest Home or Private Hospital.

Phone us on (09) 535 7218 to discuss the options available for short term immediate care for your patient.

Tired of paperwork? We have the solution!

If you are currently using MedTech32 and have a secure internet connection you may be able to refer electronically through an Advanced Form. Benefits include:

- Easy referral and claim process
- Saves time
- More efficient, reduces margin of error
- Claims processed and paid quicker, invoices directly in to MedTech

Contact us to find out more, or to have this installed in your clinic.

Email deannaw@easthealth.co.nz or phone (09) 535 7218



'Primary Care making a difference'

POAC REFERRALS: AT A GLANCE

Total referrals YTD (July 09—April 10): 10,183

Average referrals per month: 1018

Successfully managed in Primary Care: 87%

Average cost per referral: \$220



Due to high volumes of calls during peak times, if you are having difficulty getting through to us by phone, please leave a detailed message with your name, contact phone and what it is you require. If you need a DVT Ultrasound for example, let us know this and the patient name so we can book an appointment prior to calling you back. THANKS!

POAC CLAIMING

We get many phone calls querying how to claim for services under POAC, and Waitemata practices especially will notice some changes on how they claim.

For a copy of the full claiming guide, please visit our website www.primaryoptions.co.nz; phone (09) 535 7218 or email poac@easthealth.co.nz

The Cellulitis Fee Schedule appears to cause confusion. This schedule covers the full cost of the IV Antibiotic treatment. Any extensive dressings; Incision and Drainage etc can be claimed additionally, otherwise if the practice is providing the antibiotic you should claim on schedule one, \$140 for initial dose on day one and \$90 for subsequent days. If you are using an MPSO funded drug, or the antibiotic is provided and paid for by POAC, please use schedule two \$120 day one, \$70 subsequent days.

Please ensure your claims are submitted within 30 days from the completion of each episode of care, even where the patient only had investigations and was not followed up, we still need your completed referrals through so the outcome can be lodged in our system for DHB reporting purposes. And remember that you are also able to claim a **\$15.00** administration fee with each claim!

IV Management of Cellulitis

Cellulitis... The most common reason for referral to the POAC service with over 4000 referrals every year.

While this is great news for our patients and for reducing avoidable admissions, it is important that we are selecting the right cases for treatment of IV Antibiotics. Some patient's are potentially not suitable, therefore it is important that the following considerations are made.

- Sufficient oral antibiotic trial (consider dose/duration)
- Un-drained Abscesses may not respond well and I & D required
- Potential alternative diagnosis, ensure correct diagnosis of Cellulitis
- Overuse of IV Antibiotics (does the patient require IV Abs)
- Severity, if patient not responding after 5 days, consider admission

POAC funding excludes Cellulitis which is the result of accident or injury. This includes infected Insect Bites/ Stings, Scratches and Tattoos which should all be referred to ACC.

Diagnostic Investigations

A wide range of investigations are funded through the POAC service, including Urgent Bloods, Chest X-Rays, Ultrasounds and occasionally CT Scans.

For prompt reporting and to ensure your patient does not get charged for services, please always ensure that the POAC case reference number is quoted and indicate a contact number for the GP for urgent report to be phoned through.

All Ultrasound requests must be booked by our POAC coordinator, please phone us on (09) 535 7218 to arrange an appointment urgently for your patient.

NB: POAC funding excludes Bi-lateral DVT Dopplers, unless discussed with the POAC Clinical Director.

