



## OCTOBER 2009

# NEWSLETTER

Phone: (09) 535 7218

Fax: (09) 535 7154

PO Box 38 248

Howick

Auckland 2145

E-mail: [poac@easthealth.co.nz](mailto:poac@easthealth.co.nz)

Web: [www.primaryoptions.co.nz](http://www.primaryoptions.co.nz)

### YTD Referrals

July 2009—Oct 2009

#### Counties Manukau DHB:

Total Referrals **2108**

Managed **87%**

Average Cost **\$205.10**

Average/Month **527**

#### Auckland DHB:

Total Referrals **612**

Managed **88%**

Average Cost **\$208.86**

Average/Month **153**

Referral rates are climbing which is great to see! Primary Care is doing a fabulous job in managing acute demand while at the same time providing a fantastic service for your patient.

The main reasons for referral to Primary Options have remained much the same over the years, those being:

- Cellulitis
- DVT
- Respiratory Conditions

Whilst these conditions are managed really well under the service, we feel that it is important to have some flexibility and ask you to keep an open mind around how your patient's care may be managed under Primary Options.

**If in doubt, please just give us a call and ask.**

### A REMINDER REGARDING CLINICAL NOTES:

Please remember to provide adequate notes for Primary Options referrals. Every referral is reviewed by our clinical team and it can be difficult to assess without detailed clinical notes supporting your claim.

Claims that are received with insufficient notes may be returned for further information or declined.

## ACCESS TO ECG'S

We have had numerous phone calls recently regarding where patient's can go to have their ECG under Primary Options funding. We are aware that some providers have updated policies around provision of ECGs to ensure patient safety. If you are having difficulty finding somewhere to perform an ECG for your patient, please contact us on (09) 535 7218 to find out where your closest provider is located. Alternatively, please refer to the service provider section in your Primary Options Information and Guideline manual.