

# Counties Manukau Health non-complex wound care

## Frequently Asked Questions

### **Who will identify suitable patients?**

All incoming district nursing referrals are screened by the district nurse, as normal. If a patient is identified as being suitable for wound care in primary care, the district nurse will contact the patient to discuss the options and obtain consent to refer to primary care.

### **How will the referral be made to the practice?**

Suitable patients will be referred by the district nurse, via the POAC coordination service. POAC will contact the practice by phone to confirm acceptance and will fax confirmation.

### **What if a person lives in ADHB region can they access the programme?**

No. Their home based district nursing service is provided by the region they live in not where they chose to enrol. If a referral is received for someone who lives in another DHB we transfer the referral to the DHB of domicile.

### **What if a person lives in CMH and has a practice outside CMH?**

This referral would stay with the DN team as we cannot fund a practice outside of CMH to deliver this care.

### **What if the person does not (or cannot) come to the practice?**

If the person does not come to the practice please contact POAC to get the referral redirected back to the district nurse.

### **What if the wound is not healed when the package ends?**

Contact POAC to request a peer review and a district nurse will review the wound. The district nurse may issue a further package, provide advice on the treatment plan, or provide more complex wound care product.

**What if the wound is more complex than first thought?**

Contact your local district nursing team for some advice and assistance or transfer to the district nurse for ongoing treatment

**Do we still refer to district nurse for wound care?**

Yes. There is no change in how primary care refer to district nurse for wound care.

**Can the GP initiate a referral?**

No. Referrals can only be generated by the district nursing service. Claims for services will not be paid for patients who have not been pre-approved.

**Do I need to see the person any specific number of times?**

No we are paying for packages of care if the person needs to see you for treatment once during the 7 days the full price is paid. You will decide the treatment plan and frequency of dressing changes based on your clinical judgment.

**What can I claim?**

The referral sent to the practice will outline the package required and the fees claimable. No additional fees can be charged. No administration fee is claimable.

**How do I claim?**

Claim through the POAC service in the usual manner.

**Electronic submission:** You can submit your claim electronically using the POAC online claiming system through your practice management system (PMS).

**Manual claiming:** Submit an invoice to POAC, ensure the patient name and POAC reference number (provided on the initial referral) are quoted. Invoices should be submitted to Clinical Assessments Limited, PO Box 38 248, Howick, Auckland 2013. Fax the invoice and supporting clinical notes to (09) 535 7154.

**When will I get paid?**

All invoices with full supporting documentation, received by the last business day of each month, will be paid on or around the 20<sup>th</sup> of the following month (depending on which day of the week the 20<sup>th</sup> falls). The referral to you is pre-approved so there is no risk of decline.

**What if I want some education on wound care?**

Ko Awatea has a wound care education module on line that you can access. There are links on the POAC website to education and information on wound care. There is also opportunity for face to face education, just contact your district nursing team.