



Primary Options for Acute Care

www.primaryoptions.co.nz

POAC Newsletter

July 2011



We are half way through winter and word is Auckland may get some snow!

While things have been fairly mild to date we can expect that hospitals will be at maximum capacity with the winter surge creating huge demand on resources.

Bearing this in mind, please wherever possible consider using POAC instead of admission to hospital.

Where additional supports may be required, contact the POAC coordinator to discuss options such as home supports or respite care.

Phone (09) 535 7218



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Declined POAC claims

Every case that comes through the POAC service is reviewed clinically to ensure the service is being utilised appropriately. While the number of cases that are declined are usually very low, there are some common themes we see occurring that may cause your claim or a portion of it declined.

1. ACC related cases—please remember that POAC funding excludes cases that should be referred to ACC. This includes any type of condition that has occurred secondary to some kind of trauma—insect bites, animal bites, pimples that have been scratched or picked and become infected. If in doubt, check with ACC or give POAC a call.
2. Insufficient notes—you know your patient's well and often there is more to the situation than what has been documented. Please ensure that your clinical notes are well documented, including history, times/dates seen, observations etc.
3. Cases which are no longer acute but POAC still being claimed. It is important, based on final assessment to discharge the patient from POAC when they are no longer acutely unwell. If they would be discharged from hospital now, they should be discharged from POAC. Remember to utilise district nursing services where appropriate for ongoing dressings and wound care.

IV CANNULATION EDUCATION

Do you have patients that need IV infusions? Do you avoid cannulating because you have never done it or are out of practice?

Total Care Health Services Limited has developed a course that is aimed at teaching community nurses cannulation and IV administration. Our aim is to teach you the skills you need to be able to cannulate safely and effectively.

It is a practically focussed, relaxed and fun course that will enable and motivate you to join the growing number of nurses that are cannulating in the community.

We deliver courses monthly with day or evening options held at various locations. For more information and to register www.totalcarehealth.co.nz or call 09 630 1630



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Busting the myths: Did you know??

- There are is age criteria for POAC - we accept from little ones upwards (our winner so far is 106 years old!)
- The patient does not need to be enrolled with a PHO to be eligible for POAC
- POAC does not have a set range of conditions you can refer. If the patient would be referred acutely to hospital, and can be safely managed in primary care - consider POAC!
- Maternity funded services are excluded from POAC funding, however pregnant patient's with Hyperemesis can be given IV fluids under POAC
- When claiming, GP consultations should be charged at the full non funded/casual patient rate
- You do not need prior approval to order Xray investigations, just send the patient to your local radiology provider with the POAC case number on the request form
- All information, guidelines, policies and protocols are online www.pocac.co.nz

POAC Clinical Policies

The POAC regional clinical governance group over time has developed a number of eligibility policies to support your clinical decision making.

The following policies have recently been developed or reviewed and are available online.

- Investigation of possible AAA
- Investigation of possible PE
- Funding of Ceftriaxone

Other policies available online: management of acute asthma, acute coronary syndrome, anaphylaxis, investigation of testicular torsion and investigation of painless menorrhagia.

AFTER HOURS

ULTRASOUNDS

Unfortunately there will no longer be access available for Ultrasound investigations under POAC outside after hours.

Under these circumstances the patient will either require admission to hospital or an ultrasound can be arranged next business day.

For investigations of possible DVT, consideration should be given to providing the patient with a stat dose of Clexane and follow up ultrasound as soon as available.



FOLLOW UP CHEST XRAYS

POAC will fund a review consultation post radiology investigation of Pneumonia, however this would be expected to be within 24-48 hours of the investigation. If a six week follow up chest xray is required, it should be booked through the public hospital radiology department at this stage. POAC do not fund this follow up chest xray.

FINDING THE PAPERWORK BURDENSOME? LIKE TO BE PAPER FREE?



Contact us to set up for POAC electronic claiming and send all your referrals online.

No more hand written paper forms, no more posting and faxing, easily track your referrals and process all of your claims electronically through your PMS. Sound good?

There are no charges associated with registering or using the POAC electronic system. If you use MedTech or MyPractice PMS and you have a secure broadband internet access then we can set you up today.

If you do not currently have a secure broadband connection and wish to discuss the costs involved please phone Telecom on 0800 22 44 55, HealthLink on 0800 288 887 or TelstraClear on 0508 555 500.