



Primary Options Acute Care

www.primaryoptions.co.nz

POAC NEWSLETTER: CHRISTMAS EDITION



It is that time of year again, Christmas is just around the corner and having just had our Christmas party, the POAC office is full of Christmas spirit!

We will be closing the office on the 23rd December and will be back to business as usual on Wednesday 4th January 2012. During this period you can still contact us in the normal way, the POAC after hours service will be available to answer your calls and manage your requests.

MRSA and Cephazolin

It has come to our attention recently that patient's are being treated for Cellulitis with IV Cephazolin where lab results have indicated MRSA.

Cellulitis in an MRSA carrier should be discussed with an ID Consultant as Cephazolin would likely be ineffective if it is methicillin resistant staph aureus. (Please document this discussion in your clinical notes)

Remember to have the lab check sensitivities and prescribe accordingly.

For all other cases of Cellulitis, please be aware that discussion with an ID consultant is required prior to POAC approving funding extension for >5 doses of IV ABs.

Have a look online at our IV cannulation document on recommended dwell times.

NO MORE SNAIL MAIL ...



Register with us to receive your POAC newsletter electronically.

Simply email poac@easthealth.co.nz and put 'subscribe to newsletter' in the email subject line.

We would love to reduce the number of printed newsletters so if your practice would like to no longer receive these posted, please let us know and we will send all future newsletters by email only.

Use of the Acute Coronary Syndrome Guideline

Please note claims will only be accepted IF the patient is observed whilst awaiting Trop result AND the patient has been symptom free for >8hrs at the time of presentation

Whilst we acknowledge that there is no requirement for clinicians to follow guidelines, in the interests of patient safety, it is POAC policy not to provide funding for unsafe or potentially unsafe clinical practice.

Refer to the ACS guideline and policy online at
www.primaryoptions.co.nz

END OF YEAR ACCOUNTS

Due to the Christmas break, it would be great if we could ask you to have your claims submitted as early as possible in December in order to meet the cut off for payment in January.

It may also be a good time to do an end of year tidy up of all your claims and accounts. If you have any account queries, please contact Aimee on (09) 535 7218 or email aimeew@easthealth.co.nz

Remember all claims should be submitted within 30 days of the end of episode of care.

POAC has a free call number ... **0800 TO POAC**

Clinical Notes

It is important to ensure detailed clinical notes are documented and provided with your POAC claims.

Essential details include IV nursing notes, obs (pulse, resp rate, bp, oxygen sats, temp), timeline, social factors.

Please also include any radiology reports and lab results when submitting your claim.

Your support with this assists greatly with the ability to review and process your claims promptly, thanks!



When processing POAC urgent blood requests through Labtests, please remember to use the **bright green POAC stickers** on your request to ensure these are processed as priority.

These stickers are available from Labtests by phoning 0508 LABTESTS (522 837)

Taxi ... Ambulance ... Mobility Transport ... Companion Transport

We see a number of cases where patients do not attend their appointments due to transport issues.

If transport is a barrier for your POAC patients during any part of their treatment, please contact us to organise funded transport to and from their community based POAC funded appointments.

To book transport, phone us on (09) 535 7218.

PRIORITISING RADIOLOGY

POAC funding is available to fund a variety of acute ultrasound and x-ray investigations. This service is available as a diagnostic tool for primary care to support decision making in acute situations (i.e required within 24 hours).

Non acute investigations should be referred through to hospital radiology department as an urgent outpatient or by referral through the access to diagnostics pathway.

This funding is available solely to prevent an acute hospital referral and should not be used for less urgent investigations.

For further advise please contact the hospital radiology department or consultant.

CHRISTMAS HOURS

POAC Office will be closed from 24 December 2011 and will re-open Wednesday 4th January 2012.

Limited services will be available during this period and these can be coordinated by the POAC after hours service by phoning (09) 535 7218.

For any account or claim queries, please contact us upon our return in the new year.

We wish you all a safe and happy festive season!

