



POADMS

Primary Options Acute Demand
Management Service: Information Manual



Primary Options Acute Demand Management Service

Mahitahi Hauora PHE

17 May 2022

Ph: 0800 PRIMARY



Overview of Service

The Primary Options Acute Demand Management Service (POADMS) is designed to support primary care to provide safe, appropriate acute care in the primary setting reducing hospital presentations, shortening the length of stay, or preventing readmission to secondary care services. To provide a service that maintains a strong focus on serving high deprivation populations, those living in quintile 5, Māori, Pacifica, older people and children. Ensure equitable access for all populations.

Our clinical coordination team works across both the primary and secondary sector to develop relationships, communication and coordination between services.

POADMS also provides clinical coordination of a range of other district wide services.

Contact Details

Team members

POADMS Team

0800 PRIMARYOPS - Option 1
primaryops@mahitahihauora.co.nz

POADMS Clinical Services Team

Kathrynn Wrightson

0800 PRIMARYOPS - Option 2
Kathrynn.wrightson@mahitahihauora.co.nz

POADMS Clinical Nurse Coordinator

Jo Christensen

021 953 156
Joanne.Christensen2@northlanddhb.org.nz

NDHB POADMS Clinical Nurse Coordinator

Gemma Smith

021 953 156
gemma.wilson@northlanddhb.org.nz

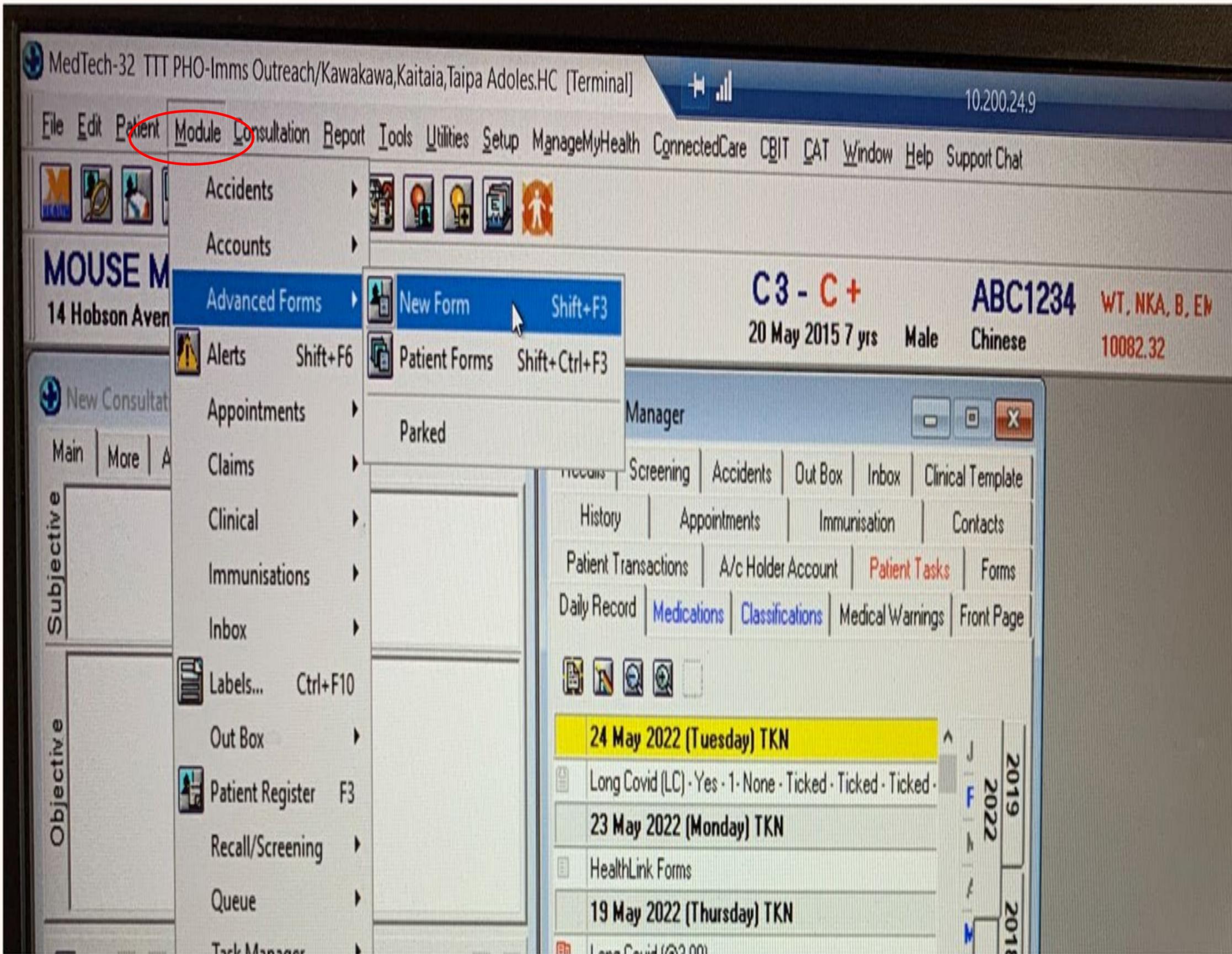
NDHB POADMS Clinical Nurse Coordinator

Kelly Innes

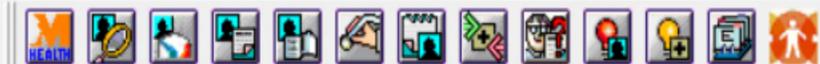
021 953 156
Kelly.innes@northlanddhb.org.nz

NDHB POADMS Clinical Nurse Coordinator

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Health whānau tangata Tai Tokerau - Northland
improving health equity Mahitahi Hauora



Health
Whiria te tanga
Mahitahi Hauora
improving health equ
Te ao Māori
tamariki aroha



MOUSE Mickey (3489.1)
14 Hobson Avenue, 094445582, 4582311, 021857247

C3 - C+ **ABC1234** **WT, NKA, B, EM** **MPHO A-?**
20 May 2015 7 yrs Male Chinese **10082.32** **HUB**

New Consultation

Main | More | Audit

Subjective

Objective

KW

Details

Patient Manager

Recalls | Screening | Accidents | Out Box | Inbox | Clinical Template

History | Appointments | Immunisation | Contacts

Patient Transactions | A/c Holder Account | **Patient Tasks** | Forms

Daily Record | Medications | Classifications | Medical Warnings | Front Page

24 May 2022 (Tuesday) TKN
Long Covid (LC) - Yes - 1 - None -

23 May 2022 (Monday) TKN
HealthLink Forms

19 May 2022 (Thursday) TK
Long Covid (@3.00)

Long Covid (LC) - 03 Jan 2022 - N
Long Covid (LC) - 03 Jan 2022 - N

16 May 2022 (Monday) KW
test invoice
kw m poadms

Outcome of "ost" lodged with
PHE - Primary Options Acute

New Patient Form

Select the form type to create for this patient :-

- Helthlink Online
- Hepatitis B Status Review
- MSD Medical Certificate
- NPHOS Smoking Cessation (P)
- Nutrition Assessment 1.0
- Patient Dashboard
- Patient Dashboard Customise
- Patient Dashboard V3
- Patient Dashboard V4 TTT
- Primary Options Northland**
- PrimaryOptionsNorthlandTest
- Problem Gambling Assessment
- Prostate Module
- READ Coding Tool
- READ Coding Tool V2
- Safe Children

OK Cancel

Wellbeing
Caring for our
communities
He hauora t
tikanga to

Mahitahi RDS - 10.200.24.9 - Remote Desktop Connection

MedTech-32 TTT PHO-Imms Outreach/Kawakawa,Kaitaia,Taipa Adoles.HC [Terminal]

File Edit Patient Module Report Tools Utilities Setup ManageMyHealth ConnectedCare CBIT CAT Window Help Support Chat

MOUSE Mickey (3489.1) 14 Hobson Avenue, 094445582, 4582311, 021857247

C3 - C+ 20 May 2015 7 yrs Male Chinese ABC1234 WT, NKA, B, EM 10082.32 MPHO A-? HUB

New Primary Options Northland (MedTech)

Main Web More Audit



Mahitahi Hauora PHE - Primary Options Acute Demand Phone 0800 774 627

Mahitahi Hauora

Please select your action :-

- ▶ [New Referral](#) Initiate a new referral
- ▶ [Invoice only](#) Add a Invoice to an existing case
- ▶ [Outcome + Invoice](#) Complete the outcome for a case (optionally invoicing)
- ▶ [Update Information](#) Add additional information to the case
- ▶ [View Status Of Claims](#) View the current status of claims
- ▶ [View Open Cases](#) View all open cases (or cases requiring more information)
- ▶ [Test Connection](#) Test connection is operational

[\[Contact Us\]](#)

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Confirmation of Eligibility (For a New Referral)

1. The period of care is anticipated to be 3 days or less and
2. The anticipated cost of care will be under \$400 (otherwise prior approval is required) and
3. Patient is eligible to receive publically funded healthcare in New Zealand (does not need to be enrolled with a Northland GP) and
4. The Patient has been informed and agrees to information on this form and other information relating to this illness will be made available to primary options and sub-contracted health care providers. and
5. The patient can be safely be managed in the community with evidence based, best practice interventions; and
 - 5a. Patient would normally be admitted / referred to hospital for this episode of care or the hospital has referred the patient to you.
 - or
 - 5b. The patient's treatment needs align with a service pathway for preventative intervention therapy through this programme
6. Patient will be managed by you or a colleague or after hours A/M where necessary
7. Is NOT an ACC patient.

[\[Contact Us\]](#)

ALL ELIGIBILITY CONFIRMED & PROCEED WITH REFERRAL

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New Primary Options Northland (MedTech)

Main Web More Audit

NL341114 Test Other infection

Referral "New"

Date 1 6 2022 Relevant Clinical Information (Expand)

Test referral for education.
KW RN POADMS

Add Consult Notes

Add Inbox Records

Referral Initiated By: Other

Referral/Intervention

Diagnostics	Treatment	Logistical Help
<input type="checkbox"/> Ultrasound	<input type="checkbox"/> IV Therapy	<input type="checkbox"/> Rest home
<input type="checkbox"/> Xray	<input type="checkbox"/> Cellulitis Kit	<input type="checkbox"/> Home Help
<input checked="" type="checkbox"/> ECG	<input type="checkbox"/> Physiotherapy	Other <input type="text"/>

Information

Reminder: Don't forget to lodge an outcome/invoice at the completion of this episode of care.

Organisation Manawa Ora Whangarei PHO: Mahitahi Hauora PHE.

Provider Kathryn Wrightson #153629

SUBMIT REFERRAL TO MAHITAHU HAUORA PHE - PRIMARY OPTIONS ACUTE DEMAND

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New Primary Options Northland (MedTech)

Mahitahi Hauora PHE - Primary Options Acute Demand Phone 0800 774 627 [HOME]

Case **NL341114** Test (Other infection)

Tax-Invoice / Outcome "New"

Date 1 6 2022 Relevant Clinical Information (Expand)

Outcome Invoice test for Education.
KW RN POADMS

Add Consult Notes

Add Inbox Records

Final/Eventual Diagnosis: Test Coding: Other infection

Outcome was to Reduce: Prevent referral to secondary care

Organisation: Manawa Ora Whangarei PHO: Mahitahi Ha Provider: Kathryn Wrightson #153629

Service(s)

DATE OF SERVICE	SERVICE CODE + ANNOTATION	AMOUNT
1 6 2022		
1 6 2022		

- Managed in Primary Care
- Admitted to Hospital
- Referred to ED
- Deceased

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New Primary Options Northland (MedTech)

Mahitahi Hauora PHE - Primary Options Acute Demand Phone 0800 774 627 [HOME]

Case **NL341114** Test (Other infection)

Tax-Invoice / Outcome "New"

Date 1 6 2022 Relevant Clinical Information (Expand)

Outcome Invoice test for Education.
KW RN POADMS

Add Consult Notes

Add Inbox Records

Final/Eventual Diagnosis: Test Coding: Other infection

Outcome of episode of care: Managed in Primary Care

Organisation: Manawa Ora Whangarei PHO: Mahitahi Hauora PHE. Provider: Kathryn Wrightson #153629

Service(s)

DATE OF SERVICE	SERVICE CODE + ANNOTATION	AMOUNT
1 6 2022		
1 6 2022		

- Ambulatory Sensitive Hospitalisation (ASH)
- Emergency Department Presentation
- Acute Bed Day stays
- Prevent referral to secondary care
- Support referral to secondary care

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Mahitahi RDS - 10.200.24.9 - Remote Desktop Connection

MedTech-32 TTT PHO-Imms Outreach/Kawakawa,Kaitaia,Taipa Adoles.HC [Terminal]

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 14 Hobson Avenue, 094445582, 4582311, 021857247 20 May 2015 7 yrs Male Chinese 10082.32 HUB

New Primary Options Northland (MedTech)

Main Web More Audit

Mahitahi Hauora PHE - Primary Options Acute Demand Phone 0800 774 627 Fax 09 438 3210

Patient **MOUSE Mickey (ABC1234)** 7y [20 May 2015] Male Chinese (42) - Q0
 14 Hobson Avenue, Rd 1, Kerikeri p: 094445582
 Case **NL341114** Test (Other infection)

Tax-Invoice / Outcome 01 Jun 2022 "New" [\(HIDE NOTES\)](#)

Outcome Invoice test for Education.
 KW RN POADMS

Final/Eventual Diagnosis **Test (Other infection) - Managed in Primary Care**

Organisation Manawa Ora Whangarei PHO: Mahitahi Hauora PHE.
 Provider Kathryn Wrightson 153629

Service(s)

DATE OF SERVICE	SERVICE CODE + ANNOTATION	AMOUNT
01 Jun 2022	ECG .	40.00
01 Jun 2022	Admin fee .	20.00
	Total (GST inclusive)	60.00

Outcome of "Test" lodged with Mahitahi Hauora PHE - Primary Options Acute Demand, Case No: NL341114

Information

An invoice for \$60.00 has been lodged against "MOUSE Mickey Snr (3489)"

OK

New or Held Items (limited to the first 50) (DOWNLOAD TO EXCEL) (DOWNLOAD TO EXCEL - NURSE CO-ORDINATORS) (DOWNLOAD TO EXCEL - ITEMS OF TRANSACTION)

NL468206	Outcome	01 Jun 2022, Bayview Medical Centre, Paihia	New
NL341114	Referral	01 Jun 2022, Manawa Ora, Whangarei	New
NL341114	Outcome	01 Jun 2022, Manawa Ora, Whangarei	New
NL425702	Referral	01 Jun 2022, Te Hiku Hauora (Mamaru), Coopers Beach Shopping Centre	New
NL721840	Referral	01 Jun 2022, Bream Bay Medical Centre, Ruakaka	New
NL170394	Referral	31 May 2022, Central Family Health Centre, Whangarei	Held
NL170394	Outcome	31 May 2022, Central Family Health Centre, Whangarei	Held
NL178909	Referral	31 May 2022, Top Health, Kaitaia	New
NL491547	Referral	31 May 2022, Te Hau Awhiowhio O Otangarei Trust, Otangarei	New
NL197798	Outcome	31 May 2022, Coast To Coast Healthcare Wellsford, Wellsford	New
NL276781	Referral	31 May 2022, Bayview Medical Centre, Paihia	New
NL276781	Outcome	31 May 2022, Bayview Medical Centre, Paihia	New
NL133296	Referral	31 May 2022, Bayview Medical Centre, Paihia	New
NL103091	Referral	31 May 2022, James Street Doctors Ltd, Whangarei	New
NL103091	Outcome	31 May 2022, James Street Doctors Ltd, Whangarei	New
NL906278	Referral	31 May 2022, Ngunguru Medical Centre, Ngunguru	New
NL906278	Outcome	31 May 2022, Ngunguru Medical Centre, Ngunguru	New
NL786642	Referral	31 May 2022, Ngunguru Medical Centre, Ngunguru	New
NL786642	Outcome	31 May 2022, Ngunguru Medical Centre, Ngunguru	New
NL947694	Referral	31 May 2022, Central Family Health Centre, Whangarei	New
NL260453	Referral	31 May 2022, Ngunguru Medical Centre, Ngunguru	New
NL260453	Outcome	31 May 2022, Ngunguru Medical Centre, Ngunguru	New
NL689227	Referral	31 May 2022, Waipu Medical Centre / Coast To Coast, Waipu	New
NL689227	Outcome	31 May 2022, Waipu Medical Centre / Coast To Coast, Waipu	New
NL333240	Outcome	30 May 2022, Broadway Health Centre, Kaikohe	New

Referral/Claims Management

The following functions are available:-

- [View New/Held](#)
- [View MO/Review](#)
- [Advanced Find](#)

- [Search By Case No](#)
- [Quick Data-Entry](#)

- Additional reports:-
- [Practice Fax's](#)
- [\(Email Practice Fax's\)](#)

Patient **MOUSE Mickey (ABC1234)** 7y [20 May 2015] Male Chinese (42) - Q0

14 Hobson Avenue, Rd 1, Kerikeri p: 094445582

Case [\[Edit\]](#)

Case Ref #	Provisional/Working Diagnosis	Coding
NL341114	Test	Other infection

Forms/Transactions

Referral	01 Jun 2022	Manawa Ora, Whangarei	New
Outcome	01 Jun 2022	Manawa Ora, Whangarei	New 60.00
Add an outcome			
Add an invoice			
Add an invoice for Manawa Ora			
Add an update			

Case Management

The following functions are available:-

- [Search By Case No](#)
- [Advanced Find](#)
- [Quick Data-Entry](#)
- [Show Open Cases](#)

Primary Options Acute Demand | view/121245

Home In-Box Tran Case Patient Organisation Report **Payment** user: KathrynW (admin)

Patient **MOUSE Mickey (ABC1234)** 7y [20 May 2015] Male Chinese (42) - Q0
 14 Hobson Avenue, Rd 1, Kerikeri p: 094445582

Case **NL341114** Test (Other infection) **Advanced Find**

Referral 01 Jun 2022 "New" **[EDIT]** (HIDE NOTES)

Test referral for education.
KW RN POADMS

Referral Initiated By: Other

Referral/Intervention

Diagnostics	Treatment	Logistical Help
√ ECG		

Information

Reminder: Don't forget to lodge an outcome/invoice at the completion of this episode of care.

Organisation Manawa Ora Whangarei PHO: Mahitahi Hauora PHE.
 Provider Kathryn Wrightson 153629

Action Referral Note (Remittance Advice)

Save Save and Next **Cancel**

Primary Options Acute Demand | view/121247

Home In-Box Tran Case Patient Organisation Report **Payment** user: KathrynW (admin)

Patient **MOUSE Mickey (ABC1234)** 7y [20 May 2015] Male Chinese (42) - Q0
 14 Hobson Avenue, Rd 1, Kerikeri p: 094445582

Case **NL341114** Test (Other infection) **Advanced Find**

Tax-Invoice / Outcome 01 Jun 2022 "New" **[EDIT]** (HIDE NOTES)

Outcome Invoice test for Education.
KW RN POADMS

Final/Eventual Diagnosis **Test (Other infection) - Managed in Primary Care**

Organisation Manawa Ora Whangarei PHO: Mahitahi Hauora PHE.
 Provider Kathryn Wrightson 153629

Service(s)

DATE OF SERVICE	SERVICE CODE + ANNOTATION	AMOUNT
01 Jun 2022	ECG .	40.00
01 Jun 2022	Admin fee .	20.00
	Total (GST inclusive)	60.00

Action Outcome Note (Remittance Advice)

Mark as New Place on Hold For C/D Review **Accept** Accept/Borderline Decline Delete

←

What You Can Claim

Under POADMS, the initial 15 minutes is always charged to the patient at the usual practice rate prior to the funded 'in-clinic' or third-party services being commenced.

- The patient must be informed and agree that the information on the claim form and other information relating to the illness will be made available to the clinical co-ordination centre team and sub-contracted health care providers.
- The patient must also be informed and agree that they may be liable for costs if the claim is declined.

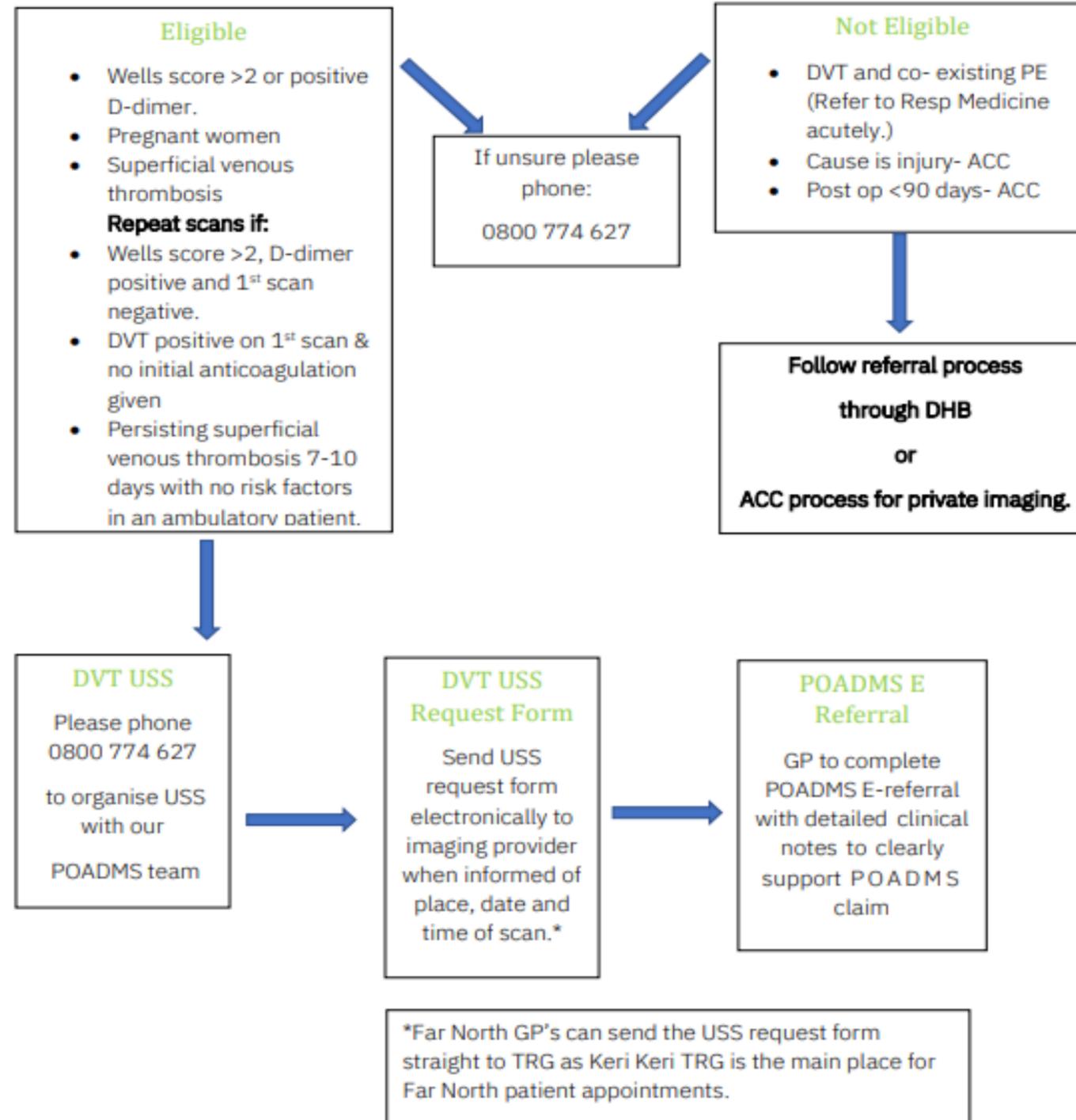
Examples of various presentations claimable under POADMS:

- Abdominal pain
- Asthma
- Cellulitis (non-ACC) – IV treatment
- Chest pain (Acute ECG)
- Congestive heart failure – exacerbation
- COPD - exacerbation
- Deep Venous Thrombosis – DVT (non-ACC)
- Dehydration
- Fever unknown origin – children
- Hyperemesis gravidarum
- Musculoskeletal
- Renal/Urological
- Anaemia – Ferinject Infusion
- Osteoporosis – Aclasta Infusion
- ? BCC / ? SCC – Punch / Excisional Biopsy
- Respite

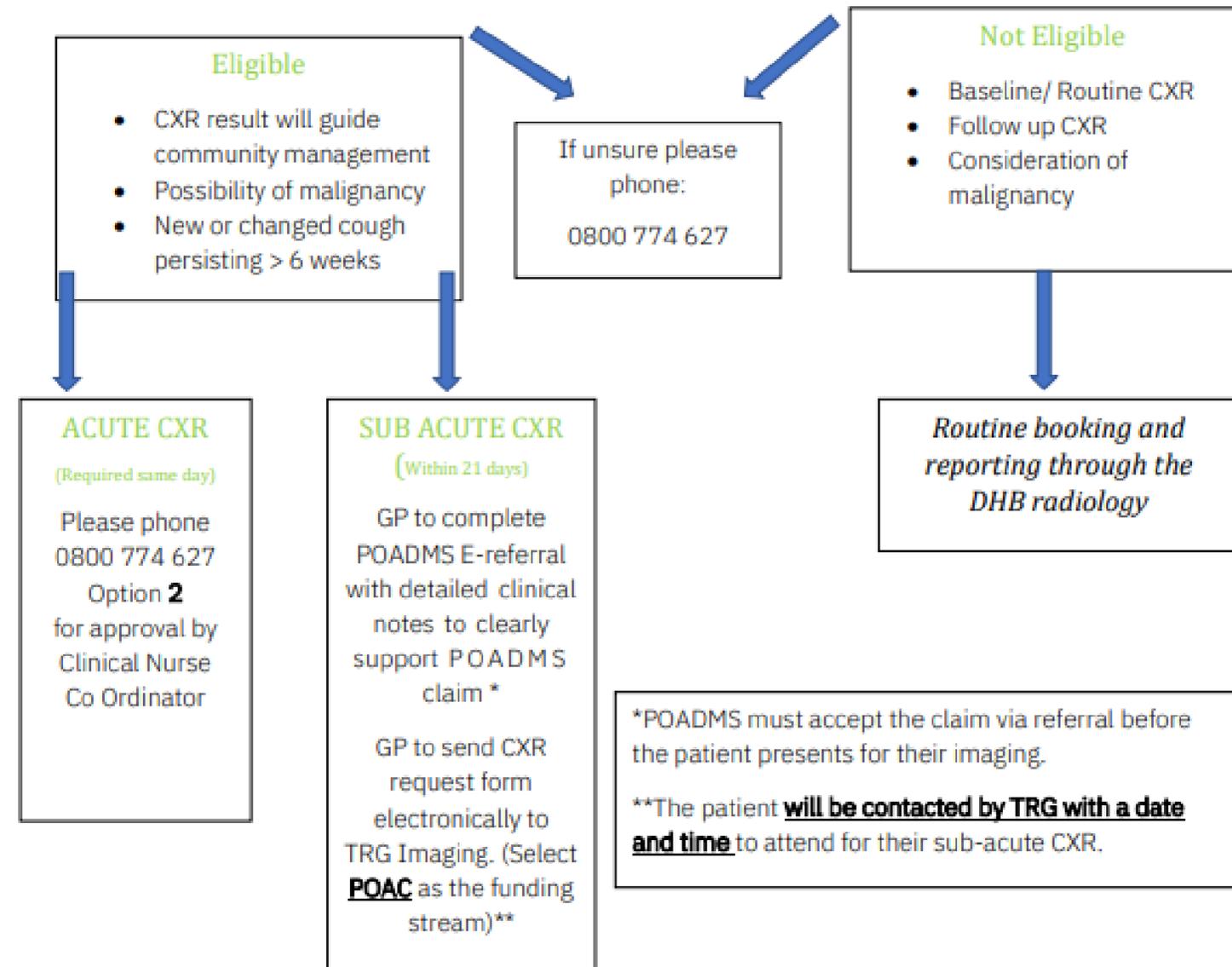
*If you can't find the code,
then use **Other** or call
0800 774627*

DVT

This is NOT a clinical guideline for the management of DVT in primary care
Please refer to Northland Health Pathways where clinical guidelines are required



Acute/Subacute Chest X-Ray Quick Reference Guide



COVID NOTE: Under current restrictions, TRG are not able to see covid positive patients and/or patients with covid symptoms. Please refer the patient to NDHB radiology if urgent or delay referral to TRG if clinically appropriate.

Cx Bladder – Haematuria

Presentation of Micro/Macro haematuria

GP/ NP to:

1. Refer to POADMS via Advanced forms
2. USS form sent via Healthlink *

CX Bladder Nurse Co Ordinator

1. Receives referral via POADMS platform
2. Organises USS date and time. Informs GP of place if required.
3. Contact patient to inform of USS and Urine testing procedures
4. Ensures administration is correct so results are correctly received
5. Sends lab form for urine to selected lab
6. Monitors appts and results.

Patient presents for their USS and completes their urine testing

USS results take approx. 3 days / Urine results approx. 2 weeks

Positive results in either USS or CX Urine
Refer to urology

Negative results GP continues to monitor.

GP practice can claim
CX bladder follow up consult \$50 and
Admin fee \$20 at completion.

POADMS hospital team monitor
for Urology referrals to ensure
received for **positive** patients

*Some practice have pre arranged imaging providers.
If not the Cx Nurse Co Ordinator will inform where
the USS appt has been made and the USS request form
should be sent.

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Thank you.

Questions???