Ending a Patient Enrolment in the PMS and NES

It is imperative that you end a patient's enrolment in both the PMS and NES as this affects the funding you receive.
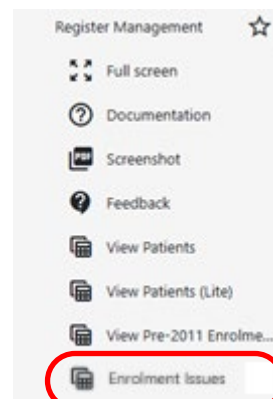
Reasons for Ending Enrolment

- **Death:** The patient has passed away.
- **Departure from New Zealand:** The patient has left the country permanently.
- **Ineligibility:** The patient no longer meets the eligibility criteria for primary healthcare, such as when a temporary visa expires or they are in prison.
- **Expiry:** An enrolment automatically expires three years after the date of enrolment, the last qualifying encounter, or the last re-enrolment.
- **Patient Transfer:** The patient has transferred to another practice.
- **Breakdown in Patient-Provider Relationship:** There is a significant issue that makes it difficult for the patient and provider to continue their relationship.

Thalamus – Register Updates – Enrolment Issues

This report shows which patients have had their enrolment status changed, but not had their enrolment ended in the PMS/NES. To view these patients, click on 'Enrolment Issues' and then click on 'View Enrolment Issues' on the left-hand column.

The list of patients within this report will show the PMS Register Status as one of the following:

- **Visitor, No enrolment end date** – *currently enrolled and shouldn't be with a visitor status*
- **Transferred, No enrolment end date** - *patient has transferred out, not unenrolled in PMS/NES*
- **Not Registered, No enrolment end date** - *N status instead of R status in patient demographics, but confirmed enrolment and getting funding*
- **Inactive, No enrolment end date** - Patient made inactive in PMS, no end enrolment date, still funded
- **Deceased, No enrolment end date** – *patient is deceased but not unenrolled in PMS, still funded*
- **Casual, No enrolment end date** – *casual patient has been in enrolled and currently getting funding*

NB: please note that from 29th January 2026, the Register Management dashboard in Thalamus will automatically open to the Register Updates tab as a default.