



Patient re-enrolment via auditable contact

Patients with a current enrolment can be re-enrolled with your practice through auditable contact. This may be an effective process for reconnecting with patients who haven't been seen in the past three years.

Criteria for auditable contact

The patient must have:

- A current enrolment form on file
- Evidence of eligibility and entitlement on file

When can't you re-enrol via auditable contact

Patient enrolment has ended or expired.

Patient enrolment form on file is pre-2011.

Patient has no signed enrolment form on file.

Patient has no evidence of eligibility or entitlement on file.

Auditable contact form

Auditable contact form can be found here <https://wellsouth.nz/assets/Auditable-Contact-Checklist-PDF.pdf>

Process for re-enrolment via auditable contact

Contact can be made via telephone or electronic media exchange with the enrolled patient that specifically confirms his/her intention to remain enrolled with your practice.

Confirm with the patient that there has been no change with their eligibility or entitlement.

All areas of the form must be completed during the contact with the patient.

Auditable contact form must be signed by the staff member having contact with the patient.

Once completed, the auditable contact form needs to be scanned into the patient inbox as evidence.

You will need to re-enrol the patient in the NES via your PMS.

Important Notes:

- Auditable contact is only acceptable if the conversation is documented in the enrolled person's daily record in the PMS.
- Enrolment forms on file must be post 2011, that include the eligibility question and health information privacy statement.
- If the practice cannot produce documented evidence that the person's eligibility has been tested the re-enrolment may fail, ie: it is disregarded by the auditors.

Useful Link

<https://www.tewhatauora.govt.nz/assets/For-the-health-sector/Primary-care/Referenced-documents/Enrolment-Requirements-for-Contracted-Providers-and-PHO.pdf>