Identity-NES On-boarding Processes Organisations/Practices

Health Provider applications are gradually being upgraded to include direct interfaces to the National Health Index (NHI) and the National Enrolment database. These upgrades are being progressively rolled out to providers, particularly GP practices. This Guide will help users of the GP practice management systems understand the on-boarding processes and the requirements for deployment and go-live.

Practices are required to complete a Request form to access the NES services. This is available from:

http://healthitboard.health.govt.nz/about-us/connected-health/connected-health-information-services

The form is sent to the Ministry who generate credentials for the practice based on the information provided and also update the HPI.

The Ministry will work with the PHO to determine which tranche that practice will be included in the rollout sequence and timing.

As each tranche is determined, the Ministry will send details to the vendor(s) to trigger an activation request to be completed by the practice.

Once this is received by the vendor, all parties will work together to schedule the deployment to the practice as per the agreed tranche plan and ensure all activities below are completed for a successful go-live.

- Confirm the Practice HPI organisation mapping is correct
- Ensure the most current NES Load Reports are available to the PHO and Practice and their data quality status is understood
- Ensure the Practice Enrolment Register Management Provider (ERMP) is engaged
- Ensure there is a nominated PHO data quality person identified and engaged
- Practice Production credentials must have been tested
- Individual practice roll-out approach is planned - roles/permissions/train the trainer etc
- NHI access obligations document has been distributed to each Practice user
- The initial practice users have completed training - Identity module, webinars, documentation review
- Implementation support documentation has been downloaded and is available to all Practice staff and relevant PHO staff
- Outstanding NES issues are known and understood
- On day go-live and deployment support is planned and available
- Basic smoke tests are available to be undertaken
- Data quality reporting/BAM setup is in place
- Bulk NES catch-up requirements are understood and a plan is in place for when this will be undertaken
- Time has been allocated for issues from the bulk NES catch-up to be reviewed and resolved
- Support/issues management channels are confirmed and available
- Review meeting(s) are planned and scheduled as necessary