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# All District Health Boards

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9 April 2020

Dear PHO Chief Executive Officers

## **Enrolment Requirements During Alert Level 4: COVID-19 Pandemic**

Alert Level 4 of the COVID-19 pandemic response requires New Zealanders to stay at home unless travel is required for essential services or other authorised activities (eg exercise). This will mean patients may be accessing general practice services that are closer to their home, where they are not enrolled, as a casual user.

PSAAP acknowledges that Alert Level 4 has changed the way general practice teams provide care and has had significant impacts on general practice cashflow. PSAAP also acknowledges that there are a number of broader issues around business continuity, contingency planning, and future planning to be considered. There are a number of pieces of work underway to address these issues at DHB and PHO level, as well as significant levels of Government financial support that will need to be worked through.

In supporting overall sustainability of the enrolled patient registers, PSAAP has agreed to re-enforce the [Enrolment Requirements for Contracted Providers and Primary Health Organisations](#) with the following provisions while New Zealand remains at Alert Level 4:

1. Enrolment of Casual Users who are not enrolled elsewhere will continue as normal.
2. Casual Users who are enrolled elsewhere should be encouraged to seek ongoing care from the Contracted Provider they are enrolled with.
3. Contracted Providers will provide services to Casual Users if clinically indicated and will provide them with the same level of care as their enrolled patients.
4. Contracted Providers must not require Casual Users who are enrolled elsewhere to enrol with them as a pre-condition of providing Services.
5. Casual Users can be charged the Contracted Provider's standard casual fee, unless a COVID-19 assessment is provided. In this case no co-payment will be charged and a simple or full assessment fee shall be claimed through existing local arrangements.
6. Casual Users who are enrolled elsewhere can only be enrolled an alternative Contracted Provider if this is initiated by the patient.

7. Passports or other photo ID during Alert Level 4 will not be a pre-requisite for enrolment.
8. Re-enrolments will not require written signatures during Alert Level 4.
9. PHOs are responsible for ensuring there are local arrangements in place to provide cover in the event that a practice closes temporarily.

It is acknowledged that general practices, PHOs and DHBs may be collaborating on additional new services that may locally complement these requirements (for example the establishment of non-enrolling designated/key practices) to support access to care in specific situations.

If you have any questions, please contact your local DHB portfolio manager.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Nick Chamberlain', written in a cursive style.

Dr Nick Chamberlain  
**Chief Executive, Northland District Health Board**  
**Lead District Health Board Chief Executive for Primary Care and Public Health**

cc: GMs Planning and Funding, All DHBs  
Primary Care Portfolio Managers, All DHBs