Calling all GPs

Homecare Medical is committed to working with general practice – to ensure information is connected to a patient’s healthcare home when they phone Healthline.

Homecare Medical (formerly HML) will soon be sending Healthline consultation summaries to all GPs, where the service user has given us consent to do so.

We run the National Telehealth Service, that includes Healthline, where our registered nurses provide advice 24x7.

AND:

We also partner with practices to provide after-hours nurse triage services. Practices who have contracts with us will also receive consultation summaries when we manage their patients when they call after-hours.

WHAT THEY ARE:

The summaries are to let you know we took a call from your patient, the history taken and what we advised. It’s important to remember the consultation summaries are a risk-assessment based on what your patient has told us.

HOW THEY’LL BE SENT:

The summaries will be sent using HL7 protocol, ensuring security and privacy.

WHAT THEY’RE NOT:

The summaries are not intended as a transfer of care; if there is ever a need for a transfer of care or action to be taken, we will phone you to discuss that.

WHAT YOU’LL SEE:

GPs will receive the summaries via HealthLink into their PMS system and, where possible, the summaries will have NHIs to allow easy filing.

You can choose to read the summaries as they come in, or look at them the next time you see that patient, or have a practice nurse review them.

Your feedback is key

We’ve worked with GPs to design a user-friendly format for the consultation summaries, so they are easy to understand and give concise information about your patients.

We hope these consultation summaries will be of use to you in future consultations with your patients and we’re keen to hear your feedback on them.

Please send any feedback to ops@homecaremedical.co.nz or phone me on 09 354 7774

Sharryn Gannon,
Clinical Director,
Homecare Medical

P.S. We are always keen to hear from you about your experience of our services. Do get in touch with our new Primary Care Lead Dr Kristin Good kristin.good@homecaremedical.co.nz