

We've been making lots of changes...

September, 2017

Kia ora everyone,

We wanted to update you on a number of things we've changed – or are about to change – so we can deliver you the best possible services and health outcomes.

You'll have noticed massive changes made to our building over the 18 last months. We've completely renovated our premises to create a healthcare precinct, bringing together a number of services such as the Pinnacle Midlands Health Network extended care team, lab testing and radiology. We hope having these things all in one place makes it more convenient for you when you visit us.

With the work on our physical surroundings now complete, we've started to focus even more on the systems and processes that support the work that we do.

IT updates

We've been bold and made the leap to **indici™** – a brand new piece of software developed here by New Zealand doctors, specifically for our health care system.

indici™ is a brand new patient management system, and it has been in use in several Hamilton practices for nearly 12 months now. We've switched over to **indici™** and are partnering with the developers to help make the final refinements to the system.

indici™ is a totally new way of working. It has the potential revolutionise your care because, with your permission we would have the ability to share your record across all your health services for the first time ever. This is really exciting, and one of the reasons why we've got on board. Having one shared record will improve your outcomes as a patient – nothing will get lost in translation for those of you who engage with more than one health provider, such as dietitians, clinical pharmacists or social workers.

Alongside the practice management system is a new patient portal for you – my **indici™**

The **my indici™** secure online system allows you to:

- view your medical information
- see lab results
- book appointments
- request repeat prescriptions
- share your health plans
- get appointment reminders
- communicate with your health professional via secure messaging, phone or video.

Many of you would have previously used the ManageMyHealth portal – this is replaced by **my indici™**. If you haven't yet signed up for **my indici™** or you've tried to but had some difficulties contact us at the clinic and we'll get you set up.



On top of new software, we're changing to a new IT provider, xcrania on Monday 2 October. xcrania are specialists at supporting the needs of medical centres like ours, and they'll be installing new computers, monitors, printers and phones in the building. For the most part work will be carried out over the weekend, so we don't anticipate there should be much disruption to our service to you.

These things are really exciting for our practice - being part of the **indici™** journey is cutting edge stuff! But as you know with any IT changes there can be a few hiccups. We really appreciate your patience as our staff get to grips with using **indici™** and their new computers, phones and printers!

*As part of the refinement of **indici™** at times we ask you if a software developer can observe your consultation. This allows them to witness first-hand how we work and identify changes to the software that will make everything operate the best it can. We will ask for your consent before having anyone observe your consultation.*

Hold the phone....

We know at times it has been really hard to get through to us on the phone, so from Wednesday 4 October when you phone us your call will be answered by the Patient Access Centre (PAC).

PAC is a specialised call centre set up by our primary health organisation Pinnacle Midlands Health Network. Switching to PAC will make it easier for you to get your call answered as they have much higher capacity than we do at reception. It also will create a calmer reception desk, which means you won't be kept waiting while we're tied up on the phone.

Our phone number hasn't changed, and the phone will still be answered with a greeting from Taupo Medical so you'll know you've got to the right place.

When you call you'll be asked some questions to see if your query can be managed over the phone (saving you a trip to the practice) or if a face-to-face appointment is required with our GP or nursing team. If you need to come into the practice medical centre they'll book you an appointment with the right person to see. Using PAC means you may have faster or simpler resolutions for queries such as prescriptions or test results. It also helps the medical centre to be more prepared and have the information they need before your next consultation.



Please be aware if you need more urgent help on the day, the PAC team will transfer the call to a clinician for immediate assessment (may be a GP or a nurse).

PAC is part of our extended care team. The staff have limited access to your patient information, the same as our reception and administration teams do. A strict confidentiality policy is in place and your details remain safe at all times.

Our Health Care Home journey

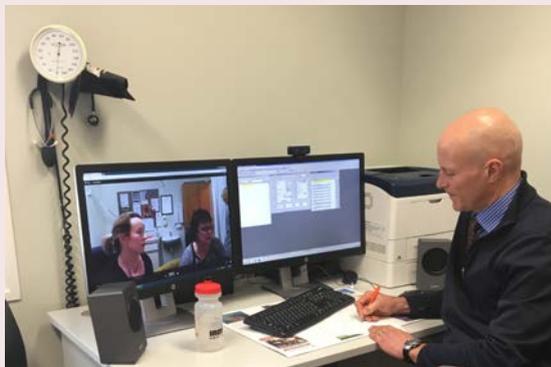
A lot of the changes we're adopting come from our 'Health Care Home' journey. The Health Care Home is a model of care based on the best ideas from around the world, and tailored for our New Zealand environment. It puts you and your needs at the heart of what we do, making sure you receive better, more convenient health care now and into the future.

There are four big ideas in the Health Care Home model:

1. improving your access to medical advice
2. proactively managing care for those of you who have more complex needs
3. using new roles to create a team of medical specialists to support you, instead of just your GP
4. making sure our practice is sustainable into the future by increasing efficiency wherever we can.

Did you know our medical centre is supporting a medical centre in South Taranaki that currently has no GP?

The GP shortage is real, and Patea is one of the many rural communities in New Zealand that struggles to secure the ongoing services of a GP. We've been providing virtual consultations via secure video conferencing to the people of Patea since July!



Dr Giles Turner, clinical director of Taupo Medical Centre during set up and testing of the system.

You may have heard about the shortage of general practitioners (GPs or doctors) in the media? We know if we don't change how we work now, we won't be able to keep up with the future demands of our community. We're lucky at Taupo Med, we don't have trouble attracting talented doctors to work in live in our beautiful town. But we still need to make sure we use our GPs time in the best possible way. The Health Care Home model helps us proactively plan for a future where GP time may be even more scarce by introducing new roles into our practice, and getting the whole team working the best way possible to support you.

One example is the introductions of medical care assistants (MCA) to our team. You may have experienced being greeted by one of our MCAs recently? These amazing team members help prepare you and the GP for your appointment by recording clinical information, providing health information and updating you about health checks you may be entitled to.

The Health Care Home model also uses technology to support and streamline what we do as a practice, which you are seeing in things like our use of **my indici™** and the move to PAC. We're trying to make it easier for you to access your health care information and communicate with us, without always needing to make a face-to-face visit. These extra choices will save you time and money.

Most of all we know the best thing we can do as a practice is to keep you well.

Proactive care is a focus of the Health Care Home model. We'll be working to make sure as much care is planned as possible for patients with high or complex needs. You may be assigned a coordinator who will work with you to develop a proactive 'year of care' plan. You might get a call before a scheduled appointment asking you to have some tests. This is to make sure we'll have all the information we need to hand on the day you come in.

Keep connected

Questions, comments or concerns?

Call 07 378 4080 or email taupo@taupomed.co.nz.

You can also follow us on Facebook to know what's happening at our center. www.facebook.com/taupomedicalcentre.

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Open Monday to Friday 8:00am to 5:00pm

