High User Health Card
Process

Admin team member generates reports from Medtech32 on expiring HUHC & patients who have been seen at least 8 times in the last 12 months and creates task under "High User Health Cards" in Medtech32.

Clinical team member reads through notes and completes form using the following criteria;

- Patient needs to have had at least 12 paid appointments at the practice within the last 12 months.

- The appointments can be with a RN, NP or GP (includes phone appointments).

- At least 4 appointments must be for the same issue (however it does not need to be the main reason for the visit eg diabetes may be discussed in an acute appt or B12 may be given or BP monitored for chronic condition etc

- The 4 appointments must all be patient funded so excludes any where either Primary Options, ACC or any other funding is accessed. This includes an ACC/GMS appt – any claimed or funded appointment must not be counted in the "4 for the same thing"

- Form is completed and given back to PK to contact patient and arrange for it to be signed.