

16 October 2025

Kia ora koutou

Health New Zealand is seeking expressions of interest from experienced clinicians to join the newly established **Symptom Checker Governance Group**. This group will provide clinical leadership and oversight for the development of an AI-supported symptom checker as part of the government's work programme to improve access to care.

Purpose

The Government's primary care action plan aims to improve timely access to quality primary care, including 24/7 online services for those unable to access their usual GP. A key digital enabler being explored is the deployment of an AI-supported symptom checker to help people navigate health services.

The symptom checker is intended to help people identify the type of care that best matches their health issue based on their symptoms and needs. It could also provide a summary of a person's described symptoms for the GP or other clinician to enable rapid treatment from the right team member. It is intended to support – not replace – clinical decision-making which will rightly remain with health professionals.

How and where the symptom checker could most effectively be used will be decided based on the work of the Governance Group. The Group will ensure the symptom checker is clinically safe, culturally appropriate, evidence-based, and aligned with the government's strategy. Key objectives include:

- Ensuring clinical safety and appropriateness
- Guiding ethical and equitable use of AI in health navigation and decision support
- Supporting integration with Healthline, GP services, and digital triage pathways

Members

We are seeking a diverse mix of clinical, technical, consumer, and equity expertise, including:

- Primary care, rural health, telehealth, emergency and urgent care
- Health informatics and data governance
- AI and clinical decision support
- Consumer and equity advocacy, including Māori and Pacific health

Collectively, members should have knowledge of Te Tiriti o Waitangi obligations, equity principles, and the use of digital technologies in healthcare.

The group will be appointed for a two-year term. Virtual meetings will be held monthly, with in-person workshops as needed.

How to Apply

If you are interested in contributing to this Governance Group, please click on the link below to submit your expression of interest; alternatively access the application form using the QR code. Applications close on Friday 31 October.

[Link to Expression of Interest application form](#)



If you are interested in this initiative but do not feel this role is for you, please note that we will regularly update the sector on progress at the following website:

[Symptom Checker \(Health NZ\)](#)

We look forward to working with the sector to improve access to quality primary care for all New Zealanders.

Kind regards,

Dr Sarah Clarke
National Clinical Director (Primary & Community Care)
Planning Funding and Outcomes
Health New Zealand | Te Whatu Ora