



# When and How to Refer

## Practice Update May 2023

### How General Practice teams can refer Patients to Practice Plus

Practice Plus continues to have capacity to review patients requesting same day appointments. To ensure patients are able to get timely access to care when appointment capacity is low, ensure all General Practice team members are empowered **when and how** to refer patients to Practice Plus.



Include Practice Plus in your **Morning Stand Up**, and when communicating same day demand to your team



**Upload text templates** to your Patient Management System so the team can easily send instructions to the patient - (see below)



Consider sending a **mass portal/SMS campaign** to patients preparing them for winter, and offering an option for same day and after hours consults - (see below)

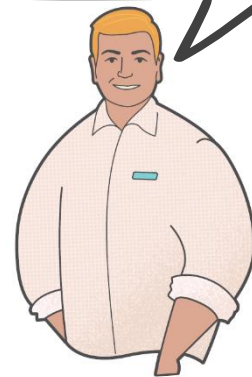


Try for yourself to see what steps are involved for patients.  
**Register yourself on P+** by visiting the website and enter your details and select an appointment time (don't worry, the appointment won't confirm until payment details have been entered)  
<https://practiceplus.nz/>



GPs, NPs and Nurses – offer Practice Plus as an option for **follow up of an acute issue** (including over the weekend)

*We have 20 urgent appointments available today. When they have been filled, the triage nurses should direct patients to Practice Plus*



*This sounds like a viral illness, that will most likely resolve by itself. If you become more unwell over the weekend, you can go to Practice Plus, it will connect you with a Clinician who can help*

## Script for Admin/Nursing Team

*"Our next available in person appointment is xxx, otherwise would you like a phone or video consult today?  
We partner with Practice Plus, who can complete your appointment over phone or video.*

*Go to our Medical Centre website, you will see a Practice Plus logo. Click the link and it will take you through a simple online booking page, where you can select a time that works for you."*

If link not on Practice Website then patient can be told -

*"Search for <https://practiceplus.nz/> and click Book Appointment and it will take you through a simple online booking page, where you can select a time that works for you."*

### **Booking for a Child?**

*"On the booking page, first enter the adults details, and after selecting an appointment date and time, there will be a section to add the child's details"*

## Patient FAQs

How do I pay?

*You can enter a Debit or Credit on the booking form*

How do I connect over video?

*15 minutes prior to your appointment, you will receive a text and email with a link. At the appointment time, click the link to connect with the clinician. You do not need to download anything prior to the consult*

I don't have a phone with video

*No problem, on the final booking screen you can record that you would prefer a phone consultation. At the appointment time the clinician will call your number*

How do I add my CSC card?

*After selecting Date and Time of appointment, the final page will include a section to add your CSC card details*

## Patient SMS/Portal Template

### **Sent after triaging patient needing same day care -**

*To book an appointment with Practice Plus for same day video or phone consult, go to <https://practiceplus.nz/>  
Thanks, xx Medical*

### **Practice-wide SMS/Portal Comms -**

*Great news, we've a partnered telehealth service that connects you with a clinician on the same day through telephone or video from the comfort of your own home. If you or your family/whanau require a same day appointment this winter, including after hours and weekends, then consider using Practice Plus on the following link. <https://practiceplus.nz/> Thanks, xx Medical*

**If you require any extra business cards, posters or any other information then please contact us at [support@practiceplus.nz](mailto:support@practiceplus.nz)**