

ENROLMENT POLICY

Statement of Policy

Waihi Family Doctors has limited availability for new enrolments. Due to a severe GP shortage in the district, this policy outlines our intention to prioritise the community of Waihi.

Eligibility Criteria

We are currently accepting new enrolments only from patients who live in the town of Waihi, and are not enrolled with another local medical centre. For the purposes of this policy, a local practice includes Paeroa Medical, Te Korowai Paeroa, Katikati Medical, Waihi Beach Medical and Waihi Health Centre. We are not able to accept enrolments from patients living in Whangamata, Whiritoa, Katikati, Athenree, Paeroa or Waihi Beach.

Re-Enrolments

- Due to limited resources, we are unable to offer re-enrolment to patients who have a history of debt with the practice, even if their current balance is clear.
- Patients whose enrolment with another clinic has lapsed will be referred back to their previous practice if they were enrolled with a local provider, and will not be considered as having "no local practice."

Waiting List

A waiting list is maintained for those living in Waihi. Inclusion on the waiting list does not guarantee future enrolment. Spaces are offered by ballot as capacity allows.

Patients Who Move Away

Patients who move out of the Waihi area may be asked to enrol with a provider in their new area. Our experience shows that those living in other districts cannot access the same continuity of care due to limitations in referral pathways, social support services, community relationships with allied health and pharmacy, and acute care support.

Debt

Payment is expected on the day of service. Patients experiencing financial hardship may setup a payment arrangement. Failure to engage with Waihi Family Doctors on outstanding debt can jeopardise the GP/Patient relationship and may result in disenrollment if no attempt is made to address it.

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Patients who repeatedly fail to attend booked appointments erode the therapeutic relationship and may be asked to enrol with another provider. Waihi Family Doctors must allocate our resources to best serve the most members of the community - those who habitually fail to attend cost other patients the opportunity to receive care.