

Understanding Enrolment

What is enrolment?

Enrolment with a Primary Health Organisation (PHO) means that you have chosen to use a particular doctor and PHO for your regular and ongoing health care.

What are the benefits of being enrolled with East Health Trust PHO?

- East Health Trust PHO receives funding from the Government to help provide different types of services. We can now do more to keep people healthy as well as looking after you when you are sick.
- Enrolment is voluntary.
- Reduced doctor costs.
- You may be eligible for specialised programmes of care.

To enrol, you need to complete an Enrolment form and provide proof of identity and eligibility.

What happens if I go to another Clinic?

You can go to another GP at any time. You will be charged a higher fee if you are a casual patient.

What happens if I am enrolled in a general practice but don't see them very often?

If you have not received services from your general practice in a 3 year period, it is likely that the practice will contact you and ask if you wish to remain with the practice. If you are not contacted or do not respond, your name will be taken off the practice and the PHO enrolment registers. You can re-enrol with the same general practice or another at a later date.

Where do I go for After Hours Care?

East Care Urgent Care

Open 7am - 1am, 7 days a week

260 Botany Rd, Golflands 2013 Ph. 09 277 1516

Counties Urgent Care

Open 8am - 8pm, 7 days a week

6-18 O'Shannessey St, Papakura Ph. 09 299 9380

Urgent Care Franklin

Open 8am - 8pm, 7 days a week

12 Glasgow Rd, Pukekohe 2120 Ph. 09 238 6610

White Cross Ascot 24/7 Urgent Care

Open 24 hours, 7 days a week

90 Green Lane East, Remuera, 1051 Ph. 09 520 9555

Our Clinics

Auckland Medical Centre 94 Remuera Road, Remuera 1050	09 524 6249
Beachlands Medical Centre 129A Beachlands Road, Beachlands 2018	09 536 6006
Botany Junction Medical 110 Michael Jones Drive, Flat Bush 2016	09 265 0321
Botany Terrace Medical Centre 301/F Botany Road, Golflands 2013	09 274 1818
Clevedon Village wMedical Centre 27 Papakura-Clevedon Road, Clevedon 2582	09 292 8189
Crawford Medical Centre 4 Picton Street, Howick 2014	09 538 0083
Eastern Family Doctors Unit L, 17 Aviemore Drive, Highland Park 2010	09 534 1790
Highbrook Medical 31 Highbrook Drive, Highbrook 2013	09 273 4876
Highland Park Medical Centre 14 Highland Park Drive, Highland Park 2010	09 535 8095
Howick Community Medical 80 Vincent Street, Howick 2014	09 538 0130
Howick House Medical Centre 43 Moore Street, Howick 2014	09 535 8797
Juliet Ave Surgery 59 Juliet Avenue, Howick 2014	09 534 8780
Kawakawa Bay-Orere Health Clinic 22 Kawakawa-Orere Road, Kawakawa Bay 2585	09 292 2812
Marina Medical Level 1, Compass Building, The Marina, Half Moon Bay 2012	09 534 5414
Millhouse Integrative Medical Centre 128 Millhouse Drive, Howick 2014	09 537 4980
Ormiston Medical Level 2, 211 Ormiston Road, Flat Bush 2019	09 265 1325
Picton Surgery 2/2 Fencible Drive, Howick 2014	09 534 7176
Pukekohe Family Health Care 10 West Street, Pukekohe 2120	09 237 0280



Caring for Our Community

116 Harris Road, East Tāmaki, Auckland 2013
PO Box 38 248, Howick, Auckland 2145

Phone [09 538 0599](tel:095380599)

www.easthealth.co.nz

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About East Health Trust

East Health Trust was established as a Primary Health Organisation (PHO) on 1 July 2003.

We provide services in Remuera, Howick, Botany, Beachlands, Half Moon Bay, Clevedon, Flat Bush, Ormiston, Maraetai, Kawakawa Bay and Pukekohe.

Our enrolled population is approximately 110,000.

We are a group of primary health care providers including doctors (general practitioners), nurses and other health professionals who work together across our area to coordinate and improve health care for you and your family.

Mission Statement

East Health Trust Primary Health Organisation is dedicated to enhancing the health and vitality of our community. We commit to facilitating and delivering quality, affordable medical and wellness services that are accessible to all, tailored to diverse cultural needs, and promote health equity for every individual.



Improve health & wellbeing especially for those with the greatest health needs, including advocacy for a positive lifestyle for all.



Promote utilisation of new technology solutions.



Take a collaborative leadership role in the provision of coordinated integrated health care for our community.



Develop and support the primary care workforce including promotion of leadership & innovation.



Seek opportunities to secure viability & long-term sustainability of health initiatives.

Services Provided to Our Enrolled Population & Community

Adolescent Sexual Health

This programme provides free sexual health visits for any person under 22 years old when seeing any East Health Trust doctor or nurse. No referral is required and visits are completely confidential.

Integrated Care Coordination

This programme supports people requiring additional input or coordination of appropriate services.

Specific referrals for individuals can be made by any East Health Trust doctor or nurse. This includes supporting people to live well by creating a plan for the process of thinking about, talking about and planning for future health care. This is called Advance Care Planning.

Health Promotion

Health promotion programmes enable people to increase control over things that affect their health.

These are about total health, which includes social, mental, spiritual and physical aspects of health.

Immunisations

Immunisations are offered to babies, children and adults to protect against serious and preventable diseases.

Palliative Care

If palliative care is required, patients and their family, may be offered subsidised services and extra support in the later stages of a terminal illness.

Care Plus

This Care Plus programme is for people with high health need who require extra support in order to achieve better health outcomes. A number of health services can be used to manage your health once enrolled in this programme. These services are subsidised or are fully funded. Please speak to your practice team to see if you are eligible.

Mental Health, Wellbeing and Addiction

After an initial consultation with your GP/Nurse you could be eligible for the Wellness Support programme. At the practice assessment and supportive care is provided. This could include brief intervention and support for

- problem solving
- behavioural activation
- sleep management
- motivation interviewing
- possibly medication

Funding* for talking therapy may be considered with a Clinical Psychologist, Counsellor or online support. Referrals to Adult and Youth Mental Health and Addiction services are part of this service.

Need to talk? **Freecall 1737** anytime for support from a trained counsellor.

*Criteria applies.

Primary Options for Acute Care (POAC)

POAC is dedicated to delivering high-quality, community-based healthcare across the greater Auckland region. By providing funding and coordination, POAC serves as an effective alternative to acute hospital referrals, ensuring patients receive the care they need in a timely manner, within their own communities and at no cost. In addition to acute care, POAC offers a variety of planned and proactive healthcare pathways, providing accessible investigations and treatment options.

Screening

- Breast Screening (Mammography)
- Healthy Heart Checks
- Cervical/HPV Screening
- Falls
- Bowel Screening

Self Management Education

East Health provides a range of Self Management Education (SME) programmes for people living with or caring for someone with a long term health condition. These are informative, practical sessions to help people manage their own health more effectively.

HEALTH INFORMATION PRIVACY STATEMENT

Know your rights

FACT SHEET - USE AND CONFIDENTIALITY OF YOUR HEALTH INFORMATION

Your privacy and confidentiality will be fully respected. This fact sheet sets out why we collect your information and how that information will be used. To access an electronic copy of this document use this QR code or visit: easthealth.co.nz/health-info-privacy



PURPOSE

We collect your health information to provide a record of care. This helps you receive quality treatment and care when you need it. We also collect your health information to help:

- keep you and others safe
- plan and fund health services
- carry out authorised research
- train healthcare professionals
- prepare and publish statistics
- improve government services

HOW WE COLLECT YOUR INFORMATION

Directly:

- from you during consultations
- from other healthcare providers involved in your care

Indirectly:

- National health systems, such as the National Health Index (NHI), Aotearoa Immunisation Register (AIR) and national screening programmes
- Electronic systems or referrals, e.g. Radiology or Pharmacy providers
- Hospitals or specialists (e.g. referrals, discharge summaries)
- Family members or caregivers where appropriate
- Shared care systems, e.g. Your Health Summary or Primary Health Organisation
- Third-party agencies such as ACC or insurance providers
- Community service providers e.g. Plunket (Whānau Awhina)

Where information is received indirectly from a source other than the agencies listed above, we will take reasonable steps to ensure that you are notified of this. There may be instances where you may not be notified, for example:

- Information is expected to be shared to support your health and wellbeing
- You are unable to be contacted, despite reasonable efforts
- There are legal, safety or public health reasons not to notify

CONFIDENTIALITY AND INFORMATION SHARING

You have the right to know where your information is kept, who has access rights, and if the system has audit log capability, as well as who has viewed or updated your information. Your information will be kept securely to prevent unauthorised access.

INFORMATION QUALITY

We're required to keep your information accurate, up-to-date and relevant for your treatment and care.

- You have the right to access and correct your health information.
- You have the right to see and request a copy of your health information. You don't have to explain why you're requesting that information, but may be required to provide proof of your identity. If you request a second copy of that information within 12 months, you may have to pay an administration fee.
- You can ask for health information about you to be corrected. Practice staff should provide you with reasonable assistance. If your healthcare provider chooses not to change that information, you can have this noted on your file.
- Many practices now offer a patient portal, which allows you to view some of your practice health records online. Ask your practice if they're offering a portal so you can register.

USE OF YOUR HEALTH INFORMATION

Below are some examples of how your health information is used.

- If your practice is contracted to a Primary Health Organisation (PHO), the PHO may use your information for clinical and administrative purposes including obtaining subsidised funding for you.
- Health NZ (Te Whatu Ora) and directly contracted service providers, use your information to provide treatment and care and to improve the quality of their services.
- A clinical audit may be conducted by a qualified health practitioner to review the quality of services provided to you. They may also view health records if the audit involves checking on health matters.
- When you choose to register in a health program (e.g. immunisation or breast screening), relevant information may be shared with other health agencies.
- The Ministry of Health uses your demographic information to assign a unique number to you on the National Health Index (NHI). This NHI number will help identify you when you use health services.
- The Ministry of Health holds health information to measure how well health services are delivered and to plan and fund future health services. Auditors may occasionally conduct financial audits of your health practitioner. The auditors may review your records and may contact you to check that you received those services.
- Notification of births and deaths to the Births, Deaths and Marriages register may be performed electronically to streamline a person's interactions with the government.

RESEARCH

Your anonymized health information may be used in research approved by an ethics committee.

- Research which may directly or indirectly identify you can only be published if the researcher has previously obtained your consent and the study has received ethics approval.
- Under the law, you are not required to give consent to the use of your health information if it's for unpublished research or statistical purposes, or if it's published in a way that doesn't identify you.

IF YOU CHOOSE NOT TO SHARE YOUR INFORMATION

- This may limit the care and treatment that can be provided.
- This may also affect the accuracy or safety of your diagnosis or care.
- Talk to your health practitioner if you have any concerns.

COMPLAINTS

If you are concerned about the way your health information is handled, talk to your healthcare provider in the first instance. If unresolved, contact the Office of the Privacy Commissioner www.privacy.org.nz