

Identity-NES User Support and Issues Management

Health Provider applications are gradually being upgraded to include direct interfaces to the National Health Index (NHI) and the National Enrolment database. These upgrades are being progressively rolled out to providers, particularly GP practices. This Guide will help users of the GP practice management systems understand what user support is available and how issues are managed.

Implementation of NES will inevitably result in issues that need to be resolved. During the initial trial period of the PMS software, a number of issues have been identified and most resolved. A summary list of outstanding issues will be provided to PHOs and practices at go-live. Some of the outstanding issues have resulted in guidance being added to vendor or Ministry documentation. Some will require workarounds at this early stage, with possible further development in the future.

All issues should be logged following standard practices that practices and PHOs will be mostly familiar with.

PMS software issues – first log with your vendor to establish whether it is something they are responsible for resolving. If it is not, then log the issue by phoning the online support team.

0800 505 125 and follow prompts

Note: you will be asked a number of questions when logging the issue, so please be prepared by having information available (including date and time of issue, what you were doing, any error or warning messages, screen shots etc).

Identity data issues (including address) – log the issue by phoning the online support team.

0800 855 151 and follow prompts

Your PHO will have a nominated person responsible for Identity-NHI data quality. They will also be able to assist you with training, knowledge, data quality monitoring requirements and feedback

PHO enrolment data issues – log the issue by phoning the Primary Care support team

0800 458 448 and follow prompts