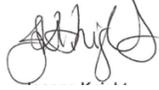


Casual Patients' Procedure			
Responsible service: <i>All staff at Student Health Service</i>	Facilitator: <i>sign & date</i> <i>Jo Thomas 1/5/25</i>	Process authorised: <i>sign & date</i> <i>The manager/lead of the relevant service</i> 	Sponsor authorised: <i>sign & date</i> <i>Associate Director</i>  01/05/2025
Review date: <i>(or expiry date)</i> 01/05/2028			

- 1. Application:** Domestic students, and other students eligible for publicly funded health services, enrolled in the University of Waikato
This Procedure does not apply to international students
- 2. Standards**

 - 2.1. GP docs policy: Appointments
 - 2.2. GP docs policy: Enrolment
- 3. Purpose**

To clarify what services or in what circumstances “casual patients” can use Student Health Service. Casual patients are defined as “domestic students who are currently enrolled at the University of Waikato and have completed a consent form to use Hamilton Student Health Service but have not registered with the General Practice”.
- 4. Procedure**

 - 4.1. The following services are available to all “casual patients:”

 - All mental health and wellbeing services
 - Influenza vaccines
 - Meningococcal vaccines, if living in the Halls of Residence at The Waikato of University
 - Sexual health checks with a nurse, not General Practitioner (GP), usual consultation fees apply
 - Free Accurate Self-Test (FAST) checks, the testing is free, but if the result requires treatment, usual consultation fees apply
 - 4.2. The following services are NOT available to “casual patients,” and students are advised to use their own GP, Practice Plus, Urgent Care Clinics or Sexual Wellbeing Aotearoa:

 - Routine GP appointments for health care concerns or long-term conditions
 - Repeat prescriptions
 - Depo Provera injections
 - Long-Acting Reversible Contraceptives (LARCs)
 - Nursing student health screening forms and vaccinations
 - Medical certificates from a GP or Practice Nurse (Work and Income, ACC, Off work, University)
 - Other vaccinations



- 4.3. In the event of an urgent health care need, the following process is followed:
- a. Administrator enquires where the patient's usual GP is located
 - b. If the student is not currently enrolled in a GP practice, administrator encourages them to enrol with Student Health Service.
 - c. If the patient's usual GP is local, administrator advises they use own GP, or Practice Plus or Urgent Care Clinics. If there is a disclosure of sexual assault, and the student advises they are not safe to see their own GP, the administrator arranges nurse phone triage
 - d. If the patient's usual GP is out of area, administrator arranges nurse phone triage
 - e. During nurse phone triage, the nurse assesses the urgent health care need and advises the student accordingly. If they require GP assessment the same day, a 30-minute Support Clinician or Nurse Prescriber appointment is booked if available, and the student advised only the urgent health care need will be addressed. If there are no Support Clinician, or Nurse Prescriber appointments available the same day, the nurse will advise the patient to present to Urgent Care. If they do not require GP assessment the same day, the nurse will advise the patient to see their own GP, Practice Plus, or Urgent Care.
 - f. If follow up appointments for the acute health need are required, this may be arranged by the clinician.
 - g. If the concern is unplanned pregnancy, the nurse will discuss options with the student, which includes, DECIDE- national telehealth abortion service, Sexual Wellbeing Aotearoa, or their own GP.
 - h. If a casual patient presents to Student Health Services with an emergency, such as chest pain, shortness of breath, active bleeding or severe pain, the administrator will physically inform the nurse to triage the patient in person.

5. Definitions

5.1. Term: LARCs

Definition Long-Acting Reversible Contraception

5.2. Term: Urgent health needs

Definition: this includes new or worsening pain, active infection, new injury, breathing difficulty, fainting, dehydration, severe allergic reaction,

Term: FAST

Definition: Free, Accurate Self Testing, A self-test for Chlamydia, Gonorrhoea and Trichomonas, that is available at Student Health Service without an appointment.

Term: GP

Definition: General Practitioner

Term: Support Clinician

The general practitioner or Nurse practitioner who is assigned to acute appointments for the session

Term: Nurse Prescriber

A registered Nurse who is authorised to prescribe some medication

Term: Practice Nurse

A Registered Nurse who works in General Practice

Term: Domestic Student

A Student who is currently enrolled at the University of Waikato, who is a permanent resident

Term: International Student

A Student who is currently enrolled at the University of Waikato, who is not a permanent NZ resident, international students may register

6. Evidence Base

6.1. Relevant key documents

6.2. References

<https://sexualwellbeing.org.nz/>

<https://www.decide.org.nz/>

<https://practiceplus.nz/>

7. Document management and control *start with 1.0, subsequent versions 1.1 etc, or for a major update 2.0*

Version	Date reviewed	Updated by	Summary of changes
1.0	01/05/2025	Senior Team Leads	Initial document