# Online provider forms - information for providers

## Introduction

Information is available to current or potential providers of health and disability services subject to certification under the Health and Disability Services (Safety) Act 2001 on www.health.govt.nz/certification. This website also provides links to forms which can either be downloaded or completed on-line. The following forms will continue to be available for download:

- Applying to reconfigure and/or increase capacity
- Notifying of an incident or other matter required under section 31
- Update a legal entity
- Reporting on an ACC Notification of Harm
- Annual service provider declaration
- Residential Disability - intellectual and/or physical services providers' surveillance declaration

The following forms will now be available through this application system as an on-line form that when submitted links to the Provider Regulation Monitoring System (PRMS):

- Register a new legal entity (e.g. a registered company, incorporated society or a charitable trust that intends to provide health or disability services)
- Apply for a new regulatory instrument (i.e. apply for certification)
- Renew a regulatory instrument (i.e. apply for re-certification)
- Add services or change premises

Information on how to use the new on-line forms application system is provided below.

## Username and password

A login and password is not required to register a new legal entity. However, all other online forms submission requests require a username and password.

Existing providers will receive a notification email requesting they apply to renew a regulatory instrument. This email will include login and password details for online forms.

If a provider requires a login and password for an online form prior to their next notification for renewing a regulatory instrument, they should contact HealthCERT requesting a username and password by emailing certification@moh.govt.nz or calling 0800113813. This username and password will remain valid for ongoing access to online forms.

Note that existing usernames and passwords issued for prior certification applications are not valid for the new online application forms system.

# Where do I find online forms?

To access forms go to: www.health.govt.nz/certification select from the left hand menu: 'for service providers' and click on https://providerregulation.health.govt.nz/oprans/ Click on the heading in this section that relates to the task you wish to complete, for example, 'applying for certification'.

This will take you either to the online forms welcome page (or to a webpage with a link to a downloadable form if there is not an online form available).

The online forms welcome page has two options:

1. Register a new legal entity (which does not require a login); or
2. Log-in.

If you login, this will take you to the online forms welcome page. Note that a provider that already has certified services should always login irrespective of whether they are registering a new legal entity.

# Once logged in, how do I find the right task to complete?

There is a menu on the left hand side of the webpage that shows the tasks that can be completed as an online form.

To start a task click on the title of the task you wish to complete.

# What are the common features across online form tasks?

All mandatory fields will be highlighted in the pink background

Address details have 'type ahead' technology which allows you to select your correct address once. (For e.g. if you type '133' in the address field will fetch addresses starting with 133...).

Information already held by the Ministry will be pre-populated in the relevant online forms which you can amend if it needs to be updated.

A small "i" beside any field provides tips about how to complete the field. Hover over or Click on the "i" to view the tip.

Blue titles are links which expand to reveal information that then needs to be completed. You can alternatively use the "next" button to take you to the next relevant area that requires completion.

If you wish to print information, you need to use the browser function to print. (Right click on the mouse and select print. Note this will not print out the entire form, just the current page.)

There is a ribbon that runs across the bottom of each webpage that has links providing help or more information.

When selecting information from a drop down list and there is more than one choice you wish to select, hold the control key down to highlight multiple selection. For example when selecting more than one funder.

# Your in progress regulatory instruments

Note that if the status is 'in progress' this means that you have already applied for a change to the certificate (e.g. re-certification or additional services) or that the Ministry is about to issue a new schedule in response to a surveillance audit or reconfiguration request. You will be able to see the requests you have made in the 'in

progress' state. Please do not make any further changes to an already submitted form, instead you may contact the Ministry and discuss this if you need to include any changes for an already submitted application.

Choose the regulatory instrument name that requires renewal.

Complete the relevant fields amending any auto-populated fields which may require updating.

Note that you can add additional premises, edit premises, delete premises, update capacity information or change clinical manager or manager contact details when completing this task.

Note you also need to ensure you have selected the designated auditing agency you are going to use when completing this form.

# New Legal Entity

The purpose of this form is to create a record of your legal entity that is then associated with services and premises that are then certified. Legal entities include registered companies, incorporated societies and trusts which intend providing health or disability services.

This online form requires completion of summary information, organisation details, contact details and a declaration. Note that the executive contact person is usually the Chief Operating Officer or Managing Director of the organisation.

Following completion of this form, a new user will receive a username and login details which will allow them to complete other tasks.

Note that previously, providers completed legal entity information within the application for certification forms. The legal entity information has now been separated out into its own form.

# Apply for a new regulatory instrument

The term regulatory instrument is a generic term used to describe the application for a certificate. Because it is for a new regulatory instrument it is for a first ever certificate.

Commence the process by selecting the legal entity you wish to have the services that need to be certified linked to.

Then choose the application type. There are two options:

- Sale and Purchase; or
- Other. (Other is used for situations such as new facilities being built or a new service being established where it is not as a result of a purchase).

Note you also need to ensure you have selected the designated auditing agency you are going to use when completing this form.

# Guidance to completing fields

### Premises

When applying for a new regulatory instrument you need to select at least one premise. If you have more than one premises, complete the information for the first premises and then add each additional premises by pressing the add premises button.

Note that you can edit premises information where an error has been made when reviewing the information entered from the add premises screen before the RI application form is submitted.

Choose next when you have no further premises to add.

## Premise Certification types

Choose one or more certification types applicable to the services you are intending to provide.

## Premise Certification types

Capacity information

When completing capacity information the number of beds will auto-total. Please check this carefully to ensure you are not double counting beds especially where there is dual use of beds. The selection of beds are interlinked to the "premise certification types" you have selected. An error message is displayed when a wrong selection is made to prompt you to correct it before progressing to the next step.

## Clinical manager

It is mandatory to enter clinical manager information for aged residential care.

When completing the clinical manager details you need to add the date of employment. If you do not have the exact date of employment readily available, you can select the first day of the month in the month and year that the manager commenced work.

There is a field for an HPI Code - this is a Health Practitioners Index Code. If you do not have this available, leave this field blank. If you have this available, check the details that auto-populate from the Code are correct This information is used when the Ministry needs to contact the person who can provide them with relevant clinical information, for example in relation to an individual resident or clinical staffing issue.

## Contact person

There is a contact person field. This should be the person that is responsible for the premises. This may be the facility manager or a clinical manager. This information is used when the Ministry needs to contact the person incharge of the premises, for example in relation to disaster management.

## Declaration

To submit the form click the Agree check box ☐

# Renew Regulatory instrument

Use this task when reapplying for certification / Renewal of an existing certificate

Commence the process by selecting the regulatory instrument you wish to renew. The list of regulatory instruments includes the legal entity name and status of the regulatory instrument.

# Add Services or Change Premises

Use this task when you wish to either;

- add a new service such as hospital level care to a rest home service,
- change premises, for example where a residential disability provider is moving houses.

Complete the relevant fields, editing, adding or deleting premises or requesting additional services.

Where a request is made to add a new service, this will result in a partial provisional audit requirement.

Where a request is made to change premises this may also require a partial provisional audit.

## Reconfigure and/or increase capacity

Do not use this form where you are planning to re-configure or change the capacity of certified services. Go to the relevant form from the website http://www.health.govt.nz/our-work/regulation-health-and-disability-system/certification-health-care-services/information-providers-health-care-services/applying-reconfigure-and-or-increase-capacity

## Change Password or Update User Details

This service is currently not automated. Please contact the Ministry should you wish to change your password or update your user details by phoning 0800113813 and selecting option 1.

## Interruptions

Should you lose your internet connection or any linking website is down for some reason you will lose any information partly populated on a form and will need to start again.