



GOVERNMENT OF THE PITCAIRN ISLANDS

HEALTH CENTRE OPERATIONAL POLICY

INTRODUCTION

i.	REFERENCES.	2
ii.	RATIONALE.	2
iii.	OBJECTIVES..	2
iv.	ABBREVIATIONS.	2
v.	DEFINITIONS.	3

PROVISIONS

1.0.	PITCAIRN HEALTH CENTRE.	5
2.0.	EMERGENCY MEDICAL EVACUATION REFERRALS.	7
3.0.	OTHER OFF-ISLAND TREATMENT REFERRALS.	8

ANNEXES

A.	PITCAIRN ISLAND HEALTH CENTRE CHARGES.	10
B.	MEDIVAC PROCEDURES AND EMERGENCY CONTACTS (INTERNAL ONLY)	11
C.	TREATMENT REFERRAL FORM.	12
D.	CONSENT TO RELEASE REFERRAL MEDICAL INFORMATION FORM.	14
F.	GPI HEALTH FUNDING TREATMENT REFERRAL CATEGORIES AND ELIGABILITY.	15
G.	MEDICAL CERTIFICATE AND TEMPORARY DISABILITY ALLOWANCE PAYMENT FLOW CHART.	18
H.	PROCEDURE FOR PI MO TREATMENT REFERRAL FLOW CHART.	19
J.	MEDICAL CERTIFICATE AND GPI EMPLOYMENT TEMPORARY INCAPACITY TO WORK ALLOWANCE FLOW CHART.	20
K.	NON-GPI EMPLOYEE TEMPORARY INCAPACITY AND SOCIAL PROJECTION PROCEDURE.	21

DOCUMENT CONTROL

DOCUMENT NAME	GPI POLICY – HEALTH CARE OPERATIONAL POLICY
DOCUMENT NUMBER	GPIP-016
PREPARED BY	ISLAND COUNCIL
LAST REVIEW	11 JANUARY 2024
NEXT REVIEW DUE	JANUARY 2025
STATUS	ACTIVE

INTRODUCTION

i. REFERENCES

The Constitution of Pitcairn

- Contains multiple references relating to Health including Section 61 Definition of “minor”

Laws of Pitcairn, Henderson, Ducie and Oeno Islands

- 2017 Revised Edition
- Cap 7 Prisons Ordinance Section 8 & Prisons Regulations
- Cap 11 Local Government Ordinance, Section 7
- Local Government Regulations Part II, Part III,
- CAP 12 Immigration Ordinance Sections 6 (2)(c), 12 (3)(c) & 19
- CAP 24 Dental & Medical practitioners Ordinance
- CAP 22 Social Welfare Benefits Ordinance Part II & III
- CAP 43 Right of Abode Ordinance

GPI Policies

- GPI Employment Guidance
- GPI Health & Safety Policy
- GPI Subsidised Travel & Baggage Allowance Policy
- GPI Social Protection Policy
- GPI Personal Loans Policy
- GPI Pitcairn Island Health Centre Operational Policy

ii. RATIONALE

The GPI is committed to providing a high standard of primary health care to the Pitcairn community, via its permanently staffed Health Centre. Its activities include health management, health promotion, preventative health care and secondary assessments, referrals and funding for off-island treatment and travel requirements. These activities reflect the United Kingdom's obligations under the United Nations International Health Regulations.

Pitcairn Island is remote and accessible only by sea. Its normally resident population of less than 50 individuals is aging, with increasing numbers moving from employment to retirement. The GPI's ability to effectively meet Pitcairn's health needs remains a high priority.

All off-island treatment referrals are made are recommended by the PI MO, in partnership with Healix, and provided in New Zealand and/or Tahiti.

All off-island treatments referrals are authorized by the Administrator, as recorded within the PI MO Treatment Referral Form (Annex C) and administrated by the PIO.

iii. OBJECTIVES

To support the effective delivery of comprehensive health care services to the Pitcairn Island community. To provide agreed guidelines for managing patient charges, patient access to off-island health care services and emergency medical evacuations when necessary.

iv. ABBREVIATIONS

HMG.	.	.	His Majesty's Government
GPI.	.	.	Government of Pitcairn Islands
PIO.	.	.	The Pitcairn Island Office
PI MO.	.	.	Pitcairn Island Medical Officer
GPI Charter Vessel.	.	.	Currently MV Silver Supporter

Medivac.	.	.	Emergency Medical Evacuation
PSP.	.	.	Patient Support Person
FCA.	.	.	Family and Community Advisor
UKHSA.	.	.	UK Health Security Agency

v. DEFINITIONS

Primary Health Care

Refers to a broad range of out-of-hospital services. Its goal is to manage and improve community health through regular consultation and preventative services such as health education and counselling, disease prevention and screening. Primary health care includes services such as general practice, nursing, pharmacy, family planning, mental health and wellbeing, dentistry, optometry and audiology.

Some primary health care may require the patient to have treatment off-island on the recommendation and at the discretion of the Pitcairn Island Medical Officer. Off-Island primary health care referrals are authorized by the Administrator and administrated by PIO.

Administrator's Authorisation

Refers to sign-off of all PI MO Off-island Treatment Referrals, via the PI MO Treatment Referral form (Annex C)

The Administrator's dated signature records agreement that a PI MO Treatment Referral is compliant with both the GPI Pitcairn Health Centre Operational Policy and the GPI Health Funding Policy.

Off Island Medical Treatment

Refers to treatment requiring hospitalisation or specialist care. Pitcairn Island does not have these facilities.

The PI Doctor will recommend where patients should be treated. This would normally be Tahiti or New Zealand. Off Island treatment referrals are authorized by the Administrator and administrated by the PIO.

Medevac

Refers to emergency medical evacuation of sick or wounded patients. It is distinct from medical referrals which relate to less urgent, off-island medical care or investigation.

Temporary Incapacity and the GPI Temporary Disability Allowance

Incapacity for people of working age means that a person is unable to work because of a physical or mental condition. The GPI has in place a Temporary Disability Allowance to support those who are unable to work for a period of time, or for those who may only be able to work if there are reasonable adjustments in place e.g., reduced hours or light duties, whilst recovering without financial hardship. Evidence for the Temporary Disability Allowance entitlement is initiated and monitored by the PI MO, with the authorization of the Administrator.

The Temporary Disability Allowance is administrated by the DM Community Services on receipt of a patient Medical Certificate which should clearly state whether the patient is not fit for work or fit for reduced hours or light duties only. The Temporary Disability Allowance is paid to recipients via the Government Treasury Office.

Right of Abode

As of January 2024, Visitors with Right of Abode, as described in CAP 43 Right of Abode Ordinance of the Laws of Pitcairn, Henderson, Oeno and Ducie Islands may access subsidised GPI health funding after having been normally resident on Pitcairn Island for a consecutive period of 12 months.

However, as of January 2024, visitors with Right of Abode may, on the recommendation of the PI MO, qualify as a Patient Support Person and access the Daily Living Allowance if required. Such an

agreement must be documented via the PI MO Referral form. The recommendation must be Administrator and administrated by PIO.

GPI Cost-of-Living allowance

The GPI provides a non-recoverable daily allowance for patients and, if necessary, approved patient carers, to cover reasonable daily expenses whilst off-island for medical treatment and/or patient support, provided patients and carers meet the qualifying conditions.

Approved New Settler

Refers to those who have been approved, by the Governor of the Pitcairn Islands, to settle on Pitcairn. Approved new settlers are required to maintain private health insurance to cover off-island medical and/or medical evacuation costs, throughout their 2 year, non-consecutive, settlement period.

Approved new settlers must pay full costs at the Pitcairn Island Health Centre throughout their 2 year, non-consecutive, settlement period. Approved new settlers' entitlement to Pitcairn's subsidised health costs and benefits does not come into effect until after their 2 year, non-consecutive, settlement period when the Governor grants them permanent residency. Refer to Annex F.

Right of Appeal

Refers to a patient's right to appeal decisions about their care and treatment, as a patient of the Pitcairn Island Health Centre, and /or to seek access to a second medical opinion, at their own cost.

Given the lack of options on Pitcairn, an appeal and/or a request for a second medical opinion must be documented in the Patients' file and assistance offered to access external medical professionals provided by the PI MO in the first instance.

It's the responsibility of the PI MO, in consultation with the Administrator, to ensure the patient's request is responded to in a timely and efficient manner.

Patient Support Person – Approved New Settlers

As of 10 January 2024, approved new migrants may, within their 2-year (non-consecutive settlement period), on the recommendation of the PI MO, qualify as a Patient Support Person and access the Daily Living Allowance, if required.

Telehealth

Refers to virtual specialist consultation referrals arranged by the PI MO, via Healix and recorded in PI MO referral form.

Telehealth Referrals are authorised by the Administrator and administrated via the DM Community Services and the PIO.

Minor

A minor is a child under the age of 18 years, unless otherwise provided for within the Laws of Pitcairn Island. There is no charge for medical treatment for normally resident minors who attend school or who may be home schooled.

Normally Resident

Refers to a person who usually lives on Pitcairn Island as a long-term permanent resident.

GPI Charter Vessel

Refers to the ship contracted by GPI to provide freight and passenger services for Pitcairn.

GPI Health Funding Treatment Referral Categories

Refer to the approved treatment referral options available to the PI MO. The categories are listed in Annex F: GPI Health Funding Treatment Referral Categories & Eligibility.

Healix

Refers to Healix Health Services, a company, in NZ which provides 24/7 medical support to the PI MO, including logistical support for off island treatment.

PROVISIONS

1.0. PITCAIRN HEALTH CENTRE

The GPI is responsible for recruiting and contracting medical practitioners for Pitcairn and the PIO will work with past and present PI MOs when recruiting.

- 1.1.** Patients who use the Pitcairn Island Health Centre have the right to appeal decisions about their care and treatment and /or seek access to a second medical opinion, at their own cost.

Given the lack of options on Pitcairn, an appeal and/or a request for a second medical opinion must be documented in the Patient's file. Assistance to access external medical professionals, via Telehealth in the first instance, will be provided by the PI MO when possible.

It is the responsibility of the PI MO, in consultation with the Administrator, to ensure the patient's appeal is responded to in a timely and efficient manner.
- 1.2.** The GPI, via the Pitcairn Health Centre provides primary health services to all Pitcairn Island residents and visitors from neo-natal to geriatric care.
- 1.3.** All medical practitioners, contracted to HMG as the PI MO, are required to submit their qualifications to the PIO and the Community Services Division Manager as per the GPI Dental and Medical Practitioners' Ordinance.
- 1.4.** It is the responsibility of the PI MO to review and respond to medical reports for contracted staff and partners as submitted by PIO.
- 1.5.** It is the responsibility of the PI MO, in consultation with the PIO, Pitcairn Council and the HMG Administrator to undertake annual reviews of Pitcairn's Medivac Procedures and emergency contacts (Annex B) to ensure they remain fit for purpose in case of emergency.
- 1.6.** All resident PI MOs are required to publicly display a copy of their registration/qualifications at the Pitcairn Health Centre.
- 1.7.** The Pitcairn Health Centre provides general practice, nursing, x-ray, pharmacy, urgent and emergency care services.
- 1.8.** The Pitcairn Health Centre provides appropriate procedures to allow for the analysis of biopsies and medical samples at an approved overseas facility. The PI MO and Health Centre Nurse liaise with the PIO to provide the most accurate results as quickly as possible.
- 1.9.** It is the responsibility of the PI MO to ensure that test results and reports are followed up and recorded within individual patient files held at the Pitcairn Health Centre.
- 1.10.** In order for patients suffering from incapacity or any chronic or disabling condition to receive the temporary disability allowance, the DM Community Service must be in receipt of a current Medical Certificate.

The patient's capacity to work or temporary disability status is conveyed to the DM Community Services, via a PI MO Medical Certificate (see Medical Certificate and Temporary Disability Allowance Payment Flow Chart – Annex G).
- 1.11.** From March 2023 it is the responsibility of the PI MO to undertake regular medical health and well-being checks for Pitcairn's working pensioner group.

- 1.12.** The PI MO and staff at the Pitcairn Health Centre provide regular First Aid training to ensure that all local First Aid certificates are current.
- 1.13.** It is the responsibility to the PI MO to advise telehealth and off-island specialists that they are required to contact Healix in the first instance when suggesting follow-up appointments for patients, as noted in the PI Health Centre's best practice specialist referral template.
- 1.14.** On-island Telehealth Specialist consultations should be arranged by the PI MO via Healix.

When possible and deemed appropriate, the PI MO will explore telehealth specialist consultation options for patients before recommending off-island treatment referrals.

Unless otherwise agreed with the patient, the PI MO will attend and/or be available to the patient and the Specialist when an on-island telehealth consultation takes place.

- 1.15.** The PI MO will work with UKHSA, the Administrator and the Pitcairn Island Council on matters pertaining to public health and Covid-19 quarantine and infection management.

It is the responsibility of the Administrator and/or the PRC Chair to provide the owners and the Captain of the GPI Charter vessel with updated policies and procedures as soon as they are agreed and published.

- 1.16.** It is the responsibility of Pitcairn Health Centre staff & the PI MO to ensure all consultations are private and patient confidentiality maintained all times. Responsibility is to the patient in the first instance.

- 1.17.** It is the responsibility of the PI MO & PI Nurse to ensure all patients at the Pitcairn Island Health Centre are advised of their right to patient confidentiality.

Consent to release patient information to the Administrator may only be initiated on a case-by-case basis as noted in a signed Patient Information Consent Form.

All signed Patient Information Consent Forms must be held on file and a copy given to the Patient for their personal records. (see Annex E).

- 1.18.** It is the responsibility of the PI MO to ensure that authorisation requests submitted to the Administrator for patients' treatment referrals do not include reference to personal confidential medical information

It is the responsibility of the PI MO to provide patients with a Consent to Release Referral Medical Information form (Annex D) for their agreement and signature.

A signed Patient Information Consent Form (Annex D) must be attached to the PI MO Treatment Referral Form, (Annex C), before it is being authorized by the Administrator.

- 1.19.** It is the responsibility of Pitcairn Health Centre staff & the PI MO to ensure information about Patients' rights are displayed at the Pitcairn Island Health Centre.

- 1.20.** Pitcairn Health Centre staff provide health education and/or preventative health advice on an ongoing and regular basis to the Pitcairn Island Community. The education provided is approved and funded by the GPI based upon recommendations from the PI MO and the FCA.

- 1.21.** It is the responsibility of the Pitcairn Island Council to ensure the HMG Administrator, as head of the Pitcairn Public Service, the DM Community Services and Pitcairn Health Centre staff abide by the confidentiality clauses within the GPI Employment Guidance Policy. Responsibility is to the patient in the first instance.

- 1.22.** Temporary incapacity, as diagnosed by the PI MO, may entitle the patient to a GPI Temporary Disability Allowance. Treatment for specific work-related injury or illness, which may require time off work and/or light duties, is covered under the conditions in the GPI Health & Safety Policy. (See Medical Certificate & Temporary Disability Allowance Payment Flow Chart).
- 1.23.** The PI MO is required to provide a patient with copies of their medical records when a request to do so is made by the patient. This will be undertaken in a timely and efficient manner. Responsibility is to the patient in the first instance.
- 1.24.** All patients treated at the Pitcairn Health Centre are required to pay for their treatment as listed, and publicly displayed, at the Pitcairn Health Centre. It is the responsibility of Pitcairn Health Centre Staff to ensure billing is accurately applied to patients accounts and submitted to the GT on a monthly basis (See Annex A. Pitcairn Health Centre Charges).
- 1.25.** As of January 2024, the following is in effect for visiting Pitcairn Islanders with Right of Abode.
- Visiting Pitcairn Islanders, with right of abode, are required to pay full costs at the Pitcairn Health Centre until they have been normally resident on Pitcairn Islands for 12 consecutive months. (See Annex A. Pitcairn Health Centre Charges)
- All visiting Pitcairn Islanders, with right of abode, intending to stay long term should be advised to bring 12 month's supply of their own, required medications. If this is not possible those concerned should be advised to contact PI MO in advance of arrival.
- 1.26.** It is the responsibility of the PI MO to prescribe medications. It is the delegated responsibility of the Pitcairn Nurse to dispense medications under supervision of the PI MO.
- It is the responsibility the Pitcairn Nurse to manage accurate medication billing for patients.
- 1.27.** All short-term visitors are required to pay full treatment and prescription fees at the Pitcairn Health Centre (See Annex A. Pitcairn Health Centre Charges).
- 1.28.** All those who hold a long-term visitor visa, i.e., up to 6 months from the date of arrival, are required to pay full treatment and prescription charges at the Pitcairn Health Centre. (See Annex A. Pitcairn Health Centre Charges).
- 1.29.** Medical treatments and prescription charges for HMG contracted staff at the Pitcairn Health Centre are covered via their individual employment contracts.
- 1.30.** Individuals may place an order for a specific items/medication with Clinic. When that order arrives the person who placed the order is obligated to take the order and pay for it, as invoiced by the Pitcairn Health Centre, in its entirety, via the GT Office.
- 1.31.** A schedule of all Pitcairn Health Centre charges is updated for Health Centre Staff, on display and available for patients in the clinic. (See Annex A. Pitcairn Health Centre Charges).

2.0. EMERGENCY MEDICAL EVACUATION REFERRALS

The PI MO coordinates with Healix, the Administrator and the PIO to provide safe, prompt and efficient Medivac services when deemed necessary, as stated in the Procedure for Medical Evacuation Emergency (Annex B).

- 2.1.** It is the responsibility of the PI MO to undertake medical assessments of patients to ascertain whether emergency evacuation for treatment is necessary or if the patient can be safely treated on island.

- 2.2. Only patients who are normally resident on Pitcairn Island and those stated as eligible, within the provisions of this policy, Annex F and the GPI Health Funding Policy, may access subsidised travel and off-island medical treatment.
- 2.3. Approved new settlers are required to maintain private health insurance to cover off-island medical and/or medical evacuation costs, throughout their 2 year, non-consecutive, settlement period.
- 2.4. It is compulsory for all visitors travelling to the Pitcairn islands to provide proof of medical travel insurance when booking berths on the GPI Charter Vessel, Medical travel insurance must include cover for emergency medical evacuation.

The PI MO can access visitors' medical travel insurance documents from the Pitcairn Islands Travel Coordinator on request via email.

- 2.5. All visitors, including those with right of abode who are not normally resident on Pitcairn, and approved new migrants requiring assessment for referral and medical evacuations, are required to pay 100% of all costs.
- 2.6. All patients must attend their scheduled Hospital/Consulting Physician/Specialist appointments and diligently follow any instructions concerning appointments and prescribed medical treatments, as agreed by the PI MO. Failure to do so may result in the immediate cessation of GPI funding, and the recovery of any monies already allocated.

3.0. OTHER OFF-ISLAND TREATMENT REFERRALS

- 3.1. Generally, if treatment is available on island, it should be the first point of treatment for the PI MO. If a patient refuses such treatment and chooses to go off-island, against the recommendation of the PI MO it must be at their own expense.

Referral to Tahiti is generally the preferred option. However, referral to New Zealand or elsewhere may be recommended by the PI MO and authorised by the Administrator.

- 3.2. The PI MO, in consultation with Healix, tracks the health care of all patients receiving approved off-island medical care and refers patients to appropriate facilities for treatment and services as required.
- 3.3. Healix is responsible for making and confirming all approved off-island treatment referral appointments and arranging payment in the first instance.
- 3.4. All Off-Island treatment referrals must be approved by the PI MO and arrangements made by Healix, inclusive of the agreed information within the PI MO Off-Island Treatment Referral form (Annex C). All referrals are authorized by the Administrator and administrated by PIO.
- 3.5. The PI MO, with the patient, will complete a Medical Referral Form (Annex C) and make the appropriate referrals, via Healix, as required. The PI MO will also ascertain if any other medical tests or investigations are required, whilst the patient is off-island, and refer specifically for these as appropriate.
- 3.6. It is the responsibility of the PI MO to ensure patient confidentiality is strictly maintained during the approval process. Responsibility is to the patient in the first instance.
- 3.7. Those who are normally resident on Pitcairn Island who may travel off-island for any reason, are strongly encouraged to have dental and optical examinations particularly if it has been a year or more since their last examination. In order to utilize this service patients must discuss their needs with PI MO, before leaving the island to allow Healix to make the appropriate arrangements.

- 3.8.** Only treatments approved by the PI MO and arranged by Healix will be eligible for subsidised medical costs as per the category stated on the signed PI MO Treatment Referral Form – Annex C. All referrals are authorised by the Administrator and administrated by PIO.
- 3.9.** Any person who receives approved medical treatment while off-island, for unrelated reasons, is only entitled to subsidised medical costs as per the category stated on the signed Medical Referral Form (Annex C). There is no entitlement for cost of living or accommodation payments, unless prior approval has been arranged.
- 3.10.** Before departure, the PI MO, following consultation with Healix, will provide the patient with an estimated time frame for the required for treatment. The PI MO and will advise the PIO with the estimate and monitor.

The PI MO will also advise PIO of any change to the estimate and what extra time may be necessary.

- 3.11.** It is the responsibility of the PI MO & Healix to ensure all medical practitioners, seen by a patient whilst they are off-island, send copies of all treatment records to the PI MO at the Pitcairn Health Centre. This includes recommendations for follow-up off-island consultations.
- 3.12.** It is the responsibility of the PI MO to inform the Patient and get written agreement that no follow up consultations or any other treatments or services, not originally specified on the PI MO Treatment Referral Form (Annex C), will be covered by subsidised GPI Health Funds, unless approved by the PI MO in consultation with Healix, authorized by the Administrator and administrated by the PIO.
- 3.13.** Throughout their time overseas for medical treatment, patients will keep PIO fully informed of their whereabouts, and will check in fortnightly. Failure to do so may lead to the immediate suspension of the cost-of-living allowance. Healix will provide regular reports to the PI MO of progress.

The patient must provide the Pitcairn Health Centre and the PIO with a mobile phone contact number or text contact for off-island communications. Failure to do may lead to the immediate suspension of the cost-of-living allowance.

- 3.14.** The PI MO and Nurse are responsible for ensuring all necessary referral documentation is complete and that patients are aware of their referral categories and responsibilities. This is verified by the patient signing their Medical Referral Form (Annex C).
- 3.15.** It is the responsibility of the PI MO to advise the DM Community of which Medical Referral Category a patient or patient support person requires.
- 3.16.** It is the responsibility of the Pitcairn Island Council to ensure the GPI Pitcairn Health Centre Operational Policy and the GPI Health Funding Policy is made broadly available to the Pitcairn Community and relevant stakeholders.
- 3.17.** Current copies of both the GPI Health Funding Policy and the GPI Health Centre Operational Policy will be held at the Pitcairn Island Health Centre and made available to patients.

ANNEX A PITCAIRN ISLAND HEALTH CENTRE CHARGES

CONSULTATIONS	COSTS
All those normally resident on Pitcairn Island	No Charge
Visitors and those not normally resident on Pitcairn Island	NZ \$30.00
New Settlers	NZ \$30.00
MEDICATIONS	COSTS
All those normally resident on Pitcairn Island, unless otherwise specified	50% of cost of all Prescription Medications 100% of cost of over-the-counter items
New Settlers	100% of cost of all Prescription Medications 100% of cost of over-the-counter items
Pitcairn Island non-working Pensioners	No Charge on all Prescription Medications 100% of cost of over-the-counter items
Pitcairn Island Working Pensioners	No Charge on all Prescription Medications 100% of cost of over-the-counter items
Pitcairn Island non-working minors, up to the age of 18 years and students attending school full time	No Charge on all Prescription Medications 100% of cost of over-the-counter items
Pitcairn Island working minors, up to the age of 18 years	25% of cost of all Prescription Medications 100% of cost of over-the-counter items
Visitors and those who are not normally resident on Pitcairn	100% of cost of all Prescription Medications 100% of cost of over-the-counter items
Chronic Illness Medication, ass approved by PI MO	33% of cost of all Prescription Medications 100% of cost of over-the-counter items
OTHER FCDO IMMUNISATIONS, VACCINES & TREATMENTS	COSTS
Other FCO funded immunizations and vaccines and treatments for all those normally resident on Pitcairn Island including HMG contracted staff, new settlers, all pensioners and minors	No Charge
X-RAYS	COSTS
All those normally resident on Pitcairn Island	No Charge
Visitors and those not normally resident on Pitcairn	NZ \$30.00 per x-ray
New Settlers	NZ \$30.00 per x-ray
ECG	COSTS
All those normally resident on Pitcairn Island	No Charge
Visitors and those not normally resident on Pitcairn	NZ \$30.00 per visit
New Settlers	NZ \$30.00 per visit

DRESSINGS	COSTS
All those normally resident on Pitcairn Island	No Charge
Visitors and those not normally resident on Pitcairn Island	NZ \$5.00 per tray
New Settlers	NZ \$5.00 per tray
DENTAL	COSTS
Minors up to the age of 18 years of age and all Pitcairn Pensioners	No Charge
All those normally resident on Pitcairn Island	1/3 of cost
Visitors and those not normally resident on Pitcairn	Full Cost
New Settlers	Full Cost
OPTICAL	COSTS
Minors up to the age of 18 years of age and Pitcairn Pensioners	No Charge
All those normally resident on Pitcairn Island	1/3 of cost
Visitors and those not normally resident	Full Cost
Persons on a Settlement Visa	Full Cost
VETERINARY	COSTS
Procedures and Treatment	100% of cost

ANNEX B MEDIVAC PROCEDURES AND EMERGENCY CONTACTS

Internal Policy – Contact PI MO.

ANNEX C TREATMENT REFERRAL FORM

Section A

To be completed by the Pitcairn Health Centre Services.

Please refer to Annex F: GPI Health Funding Categories before completing this form

Patient Information

Patient Name: _____

DOB: _____ Sex: Male Female

Patient Referral Information

Treatment requirements – tick one or more boxes

Medical Dental Optical Routine check-up Follow up

Telehealth Consult Other

Referral Destination: New Zealand Tahiti UK

Referral Category:

- Category A: The referral is for travel and treatment
- Category B: The referral is for treatment only
- Category D: The referral is for Telehealth Consult only

Does the patient require a support person?

Yes No

If yes, what is the name of the Support Person?

Relationship to patient: _____

Support Person Referral Information

Patient support person referral category:

- Category C1: The Patient Support Person does not require their own treatment
- Category C2: The Patient Support Person requires their own treatment

Treatment requirements – tick one or more boxes

Medical Dental Optical Routine check-up Follow up Other

The referral is approved and the patient has signed the referral consent to release information form.

PI Medical Officer Name: _____

Signed: _____ Date: _____

Section B

Administrator Authorisation

The referral is authorized

Administrator name: _____

Signed: _____ Date: _____

Section C

Office Use (For PIO & Community Services Division)

Patient Referral Category: A B D (Telehealth Consultation)

The Patient is eligible for referral funding as stated in Annex F: Yes No

Support Person Referral category: C1 C2

The Support Person is eligible for referral funding as stated in Annex F: Yes No

If not eligible for referral funding the patient is listed as:

A New Migrant A Long-term Visitor A Pitcairn Islander with Right of Abode

The patient and Support Person have been informed of the financial support that is available to them, and their obligations during the referral.

Name: _____

Signed: _____ Date: _____

Patient / Support Person Agreement

I have been informed of, I understand, and agree to the terms and conditions of the financial support for this referral.

Signed: _____ Date: _____

Patient or delegate

Signed: _____ Date: _____

Support Person

ANNEX D CONSENT TO RELEASE REFERRAL MEDICAL INFORMATION FORM

This consent relates to my upcoming referral and is to be attached to the Annex C: PI MO Treatment Referral Form.

I understand that managing the referral involves several different services, and for these to do their part in the referral may require them to know some limited medical information.

I consent to the release of medical information only related to the management of my referral to other persons or agencies involved in the referral.

Patient or delegate Name:

Signed

Date:

Part 1: Treatment Referral Categories

There are 5 GPI Health Funding Referral Categories: A, B, C1, C2 & D.

All Pitcairn Health Centre Treatment Referrals must be allocated the correct and appropriate funding category when a Pitcairn Health Centre Treatment Referral form is initiated.

GPI Referral Category A: Refers to eligible patients, between the ages of 18 and 65, requiring medical treatment(s) off-island. Category A referrals are required to pay 1/3 of the total cost of their medical treatment(s)

- i. No charge for travel between Pitcairn and the designated treatment location.
- ii. No charge for accommodation at the designated treatment location.
- iii. Meals and reasonable cost-of-living expenses are covered by the GPI Cost-of- Living allowance which is administered and monitored by the PIO.
- iv. Those in receipt of a GPI Cost-of-living Allowance are generally required to pay for taxi fares to and from medical appointment from their daily allowance.
- v. Only in exceptional cases will the PIO accept Taxis fare receipts for reimbursement. This arrangement be approved by the PIO in advance of the patient travelling.

Referral Category B: Refers to qualifying patients, between the ages of 18 and 65 years of age, requiring non-urgent and/or preventative medical treatment(s) whilst they are off-island for personal or business reasons as listed

Category B Referrals are required to pay 1/3 of the total cost their authorised medical treatment(s) whilst off-island.

- i. If travelling for personal reason Category B referrals will pay NZ\$500 each way for travel on the GPI Charter Vessel and full costs for their own flights, accommodation, meals and expenses etc., (refer GPI Subsidised Travel and Baggage Allowance Policy).
- ii. If travelling for GPI related business all other travel and accommodation arrangements for Category B referrals are authorised by the relevant Manager/Administrator, and/or Mayor (if a Councillor is travelling) and administered by the PIO.
- iii. *Category B patients may either:* Pay for treatment themselves and submit receipts to the PIO for 2/3 reimbursement or have the PIO provide the health provider with a guarantee of payment letter, so that the PIO may pay the amount in full, on behalf of the patient then add the 1/3 treatment cost to the patient's GPI Health Funding debt.
- iv. Those in receipt of a GPI Cost-of-living Allowance are generally required to pay for taxi fares to and from medical appointment from their daily allowance.
- v. Only in exceptional cases will the PIO accept Taxis fare receipts for reimbursement.
- vi. If travelling for GPI business, all travel and accommodation arrangements for Category B referrals are authorised by the relevant Division Manager, the Administrator or Mayor (if a Councillor) and administered by the PIO.
- vii. If travelling for GPI business, Category B referrals are eligible to the GPI overseas work per diem, as stated in the GPI Travel and Baggage allowance Policy.
- viii. The GPI overseas work per diem, as stated in the GPI Travel and Baggage allowance Policy does not replace a GPI wage. Its purpose is to cover reasonable travel and daily costs.
- ix. If travelling for GPI business, Category B referrals are required to submit a monthly Time/Task Sheet to the relevant Division Manager or Mayor (if a Councillor) in order for payment to be

authorised via the GT Office. If this provision relates to the Mayor a Travel Time/Task Sheet should be submitted to the Administrator for authorisation.

- x. It is the responsibility of the Head of the Pitcairn Public Service or Mayor (if referring to a Councillor) to advise the Government Treasury Office of this arrangement prior to the Patient/GPI Employee or Councillor departing Pitcairn.
- xi. If travelling for GPI related business, and in receipt of the GPI Work per diem, Category B referrals are not eligible to the GPI Daily Living Allowance.
- xii. All treatment plans for Category B patients must be made in agreement with the PI MO, via the Off-island Treatment referral form, authorised by the Administrator and administered via PIO.
- xiii. When possible, Category B referral appointments and arrangements should be made through Healix as with any other treatment.

Referral Categories C1 & C2: Refer to a designated Patient Support Person (PSP), approved by the PI MO, to travel with and care for a patient requiring off-island treatment(s).

Category C1: Is a PSP who does not require their own non-urgent and/or preventative medical treatment(s) whilst they are off-island supporting a patient. The following applies:

- i. No charge for travel on the GPI Charter vessel;
- ii. No charge for flights to and from the patient's designated treatment location;
- iii. No charge for accommodation;
- iv. Meals and reasonable cost of living expenses are covered by the GPI Cost-of-Living allowance as authorised by the Administrator and administered by PIO.

Category C2: Refers to a PSP who does require their own non-urgent and/or preventative medical treatment(s) whilst they are off-island caring for a patient. The following applies:

- i. No Charge for travel on the GPI Chartered Vessel;
- ii. This referral category is required to pay 1/3 of the total cost of their medical treatment(s);
- iii. There is no charge for accommodation at the designated treatment location;
- iv. Meals and reasonable cost-of-living expenses are covered.

Referral Category D: Refers to on-island Telehealth Specialist Consultation referrals arranged for the patient, by the PI MO, via Healix.

This referral category is required to pay 1/3 of the total cost of their telehealth consultations.

Part 2: GPI Health Funding Eligibility

Visiting Pitcairn Islanders with Right of Abode

Visiting Pitcairn Islanders with Right of Abode, as described in CAP 43 Right of Abode Ordinance of the Laws of Pitcairn, Henderson, Oeno and Ducie Islands, must pay full costs at the Pitcairn Island Health Centre for the first consecutive 12 months of their stay, from the day of arrival. They must also provide proof of travel/medical insurance for a long term stay when booking travel on the GPI Charter Vessel.

Visiting Pitcairn Islanders with Right of Abode may access subsidised GPI health funding only after having been normally resident on Pitcairn Island for a period of 12 consecutive months.

As of 10 Jan 2024, visitors with Right of Abode, as described in CAP 43 Right of Abode Ordinance of the Laws of Pitcairn, Henderson, Oeno and Ducie Islands may on the recommendation of the PI MO, qualify as a Patient Support Person and access the Daily Living Allowance if required. Such an agreement must be documented via the PI MO Referral form. The recommendation must be authorised by the Administrator and administered by PIO.

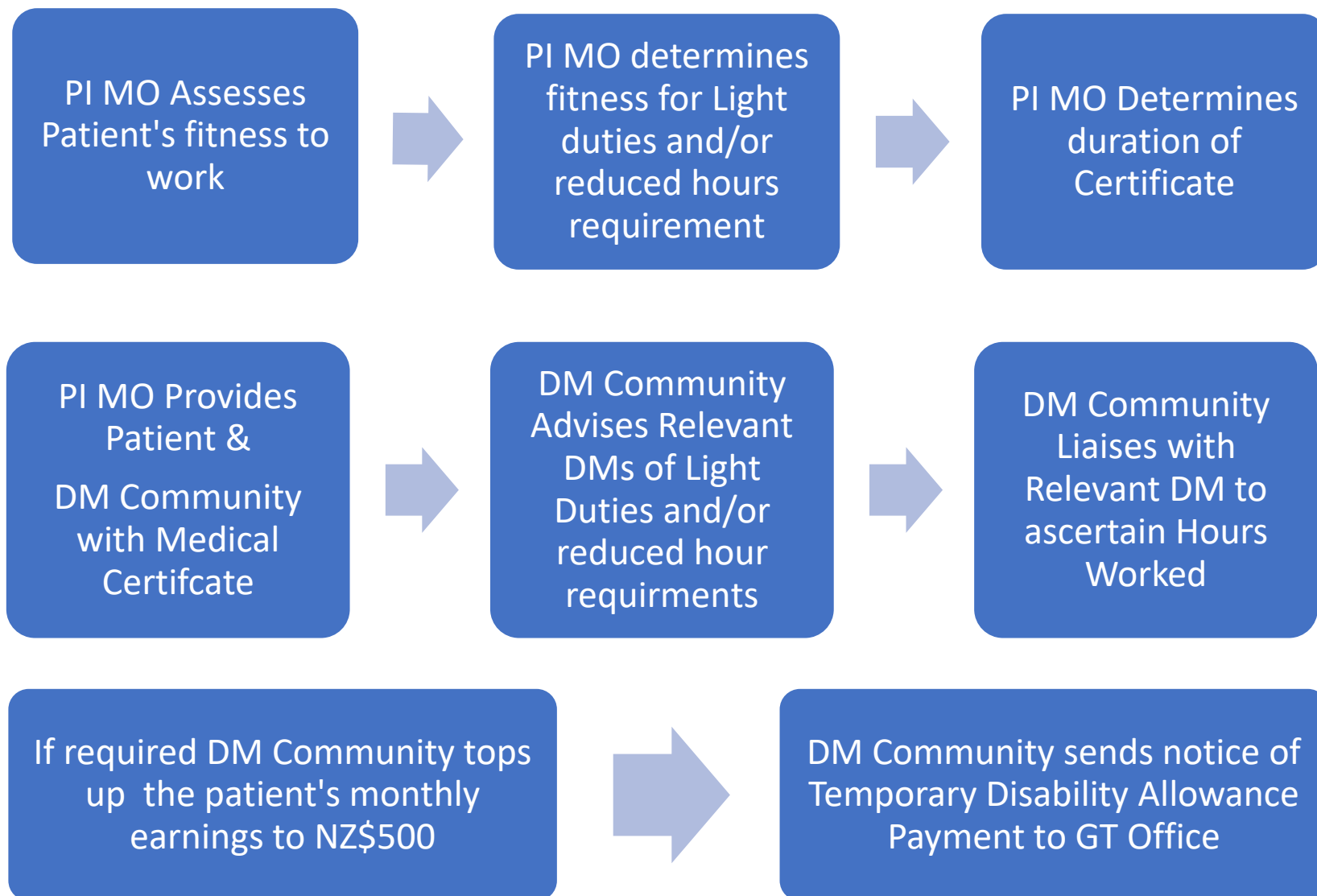
Approved New Settler:

Those who have been approved, by the Governor to settle on Pitcairn Island are required to maintain provide proof of travel/medical insurance when booking travel on the GPI Charter Vessel. They must also retain private travel/medical insurance to cover off-island treatment costs and/or medical evacuation costs, throughout their 2 year, non-consecutive, settlement period.

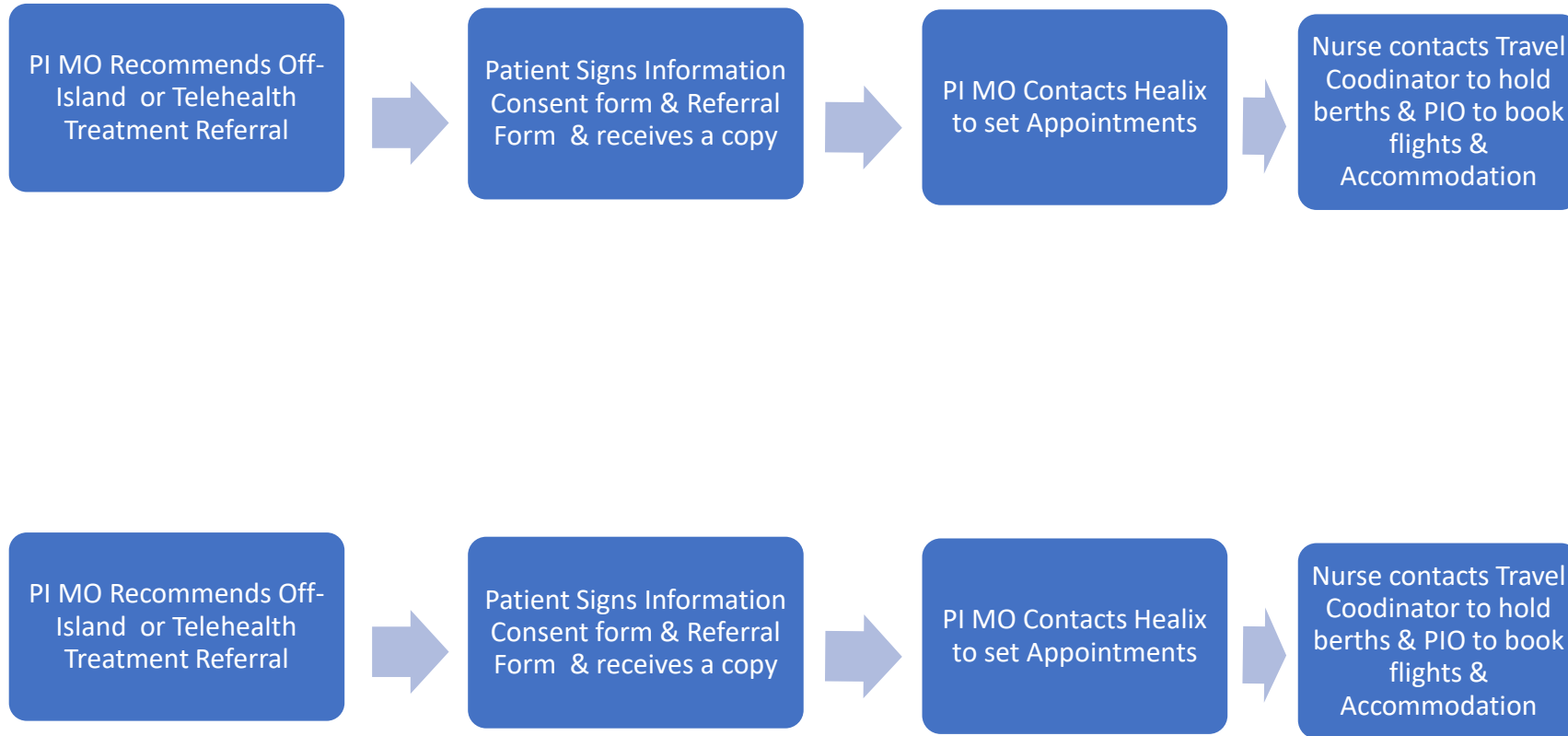
Approved new settlers must pay full costs at the Pitcairn Island Health Centre throughout their 2 year, non-consecutive, settlement period. Approved new settlers' entitlement to Pitcairn's subsidised health costs and benefits does not come into effect until after their 2 year, non-consecutive, settlement period when the Governor grants them permanent residency.

As of 10 Jan 2024, approved new settlers may on the recommendation of the PI MO, qualify as a Patient Support Person and access the Daily Living Allowance if required. Such an agreement must be documented via the PI MO Referral form. The recommendation must be authorised by the Administrator and administered by PIO.

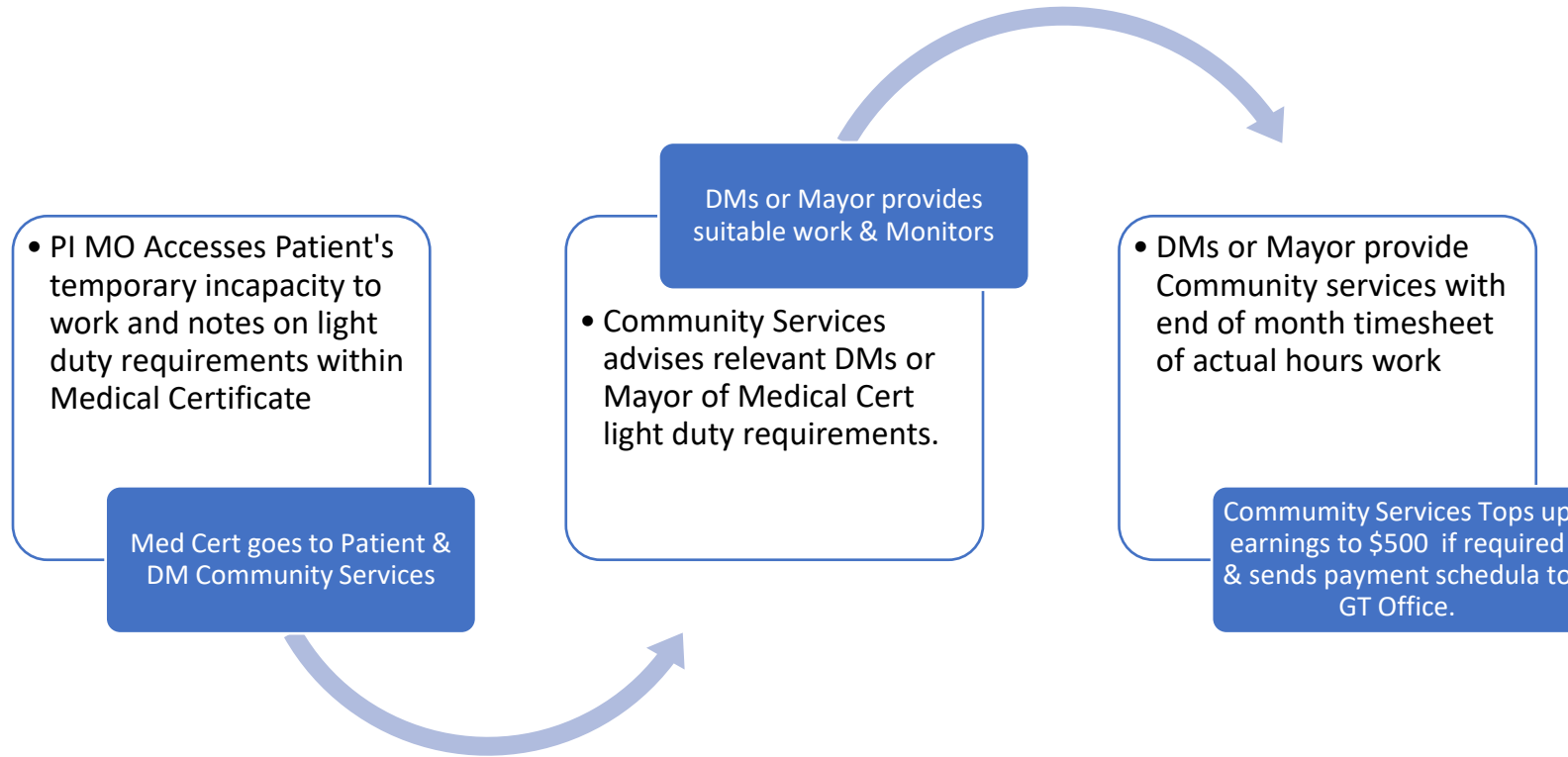
ANNEX G MEDICAL CERTIFICATE AND TEMPORARY DISABILITY ALLOWANCE PAYMENT FLOW CHART



ANNEX H PROCEDURE FOR PI MO TREATMENT REFERRAL FLOW CHART



ANNEX J MEDICAL CERTIFICATE AND GPI EMPLOYMENT TEMPORARY INCAPACITY TO WORK ALLOWANCE FLOW CHART



ANNEX K NON-GPI EMPLOYEE TEMPORARY INCAPACITY AND SOCIAL PROJECTION PROCEDURE

