User manual for applying online for certification under the Health and Disability Services (Safety) Act 2001

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
- updating a legal entities details
- reporting on an ACC Notification of Harm
- annual service provider declaration
- residential disability – intellectual, sensory and/or physical services providers' surveillance declaration.

The following forms are available as an on-line form that when submitted links to the Ministry's Provider Regulation Monitoring System (PRMS):

- register a new legal entity (e.g. a registered company, incorporated society or a charitable trust or other organisation that intends to provide health or disability services)
- apply for a new regulatory instrument (i.e. apply for certification)
- apply to 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. User names and passwords are issued to the contact person for the organisation.

Existing providers will receive a notification of their logon and password before they are required to reapply for certification. New providers will receive a logon and password as part of the process for registering their legal entity.

If an existing provider requires a login and password for an online and they have not yet received their new logon and password they should contact by emailing certification@moh.govt.nz or calling 0800 113 813.

Usernames and passwords 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.' Click on the heading in this section that relates to the task you wish to complete, for example, 'applying for certification'.

Is you choose 'applying for certification' you will see the link to the online forms, or you can go directly to the online forms using the following link: https://providerregulation.health.govt.nz/oprans/. This will take you either to the online forms welcome page.

The online forms welcome page has two options:

- register a new legal entity (which does not require a login)
- log-in.

If you login, this will take you to the online forms main 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 with a pink background

Address details have 'type ahead' technology which allows you to select your correct address. For example, if you type '133 Moles' in the address field will fetch addresses starting with '133 Moles…'

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 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.

Note that information you enter in these online forms will be reflected in the information that is shown on the Ministry's website for residents and their families to view.

Your in progress regulatory instruments

Note that if the status is 'in progress' this means that you have already applied for a new certificate or 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' link.

Please do not make any further changes to an already submitted form, instead you may contact the Ministry by emailing certification@moh.govt.nz or calling 0800 113 813 to discuss this if you need to include any changes for an already submitted application.

Register a new legal entity

The purpose of this form is to create a record of your legal entity (you organisation) that is then associated with services and premises that are then certified. Legal entities can include registered companies, incorporated societies, trusts, partnerships and sole traders 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 Executive Officer or Managing Director of the organisation.

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

Note that previously providers completed legal entity information with each application for certification. 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
- 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 in the online forms

Premises

When applying for a new regulatory instrument you need to add at least one premises. 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 go back and edit a premises' details before submitting the overall application.

Choose next when you have no further premises to add or update.

Premises certification service types

Choose one or more certification service types applicable to the services you are intending to provide at that premises.

When selecting certification service types, and you wish to choose more than one service type, hold the control key down to highlight multiple service types.

Premises capacity information

When completing capacity information note that the number of beds will auto-total. Please check this carefully to ensure you are not double counting beds, especially where you have dual use of beds.

The requirement to provide bed information is interlinked with the certification service 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.

Premises 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 a Health Practitioners Index (HPI) code. If you do not have this available, leave this field blank and complete the rest of the fields manually.

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. This information is updated when you notify the Ministry of a change of clinical manager.

Premises contact person

There is a contact person section for each premises. 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 in charge of the premises, for example in relation to disaster management.

Declaration

To submit the application form click the Agree check box: ☑

Renew a regulatory instrument

Use this task when reapplying for certification / renewing an existing certificate.

Commence the process by selecting the regulatory instrument you wish to renew. The list of regulatory instruments usually includes the legal entity's name for that certificate and, if required, the name(s) of the premises.

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

Please take the time to review and update the information in the linked premises. You can add additional premises, edit premises details (e.g. updating bed numbers or clinical manager information) and delete premises.

Note you also need to ensure you have selected the designated auditing agency you are going to use to conduct your certification audit for this application.

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 (including adding the new service types), adding or deleting premises.

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

This link will take you to the main Ministry web site. On this page you will find the form for notifying of a reconfiguration of services.

Change password or update contact person details

Please contact the Ministry should you wish to change your password or update your contact person's details by phoning 0800113813 and selecting option 1.

Interruptions

Should you lose your internet connection, or if any of the linking websites are down for some reason, you will lose any information partly populated on a form and will need to start again.