

Patient presents to Palmerston North  
Emergency Department (ED) with  
Shortness of Breath (SOB)

ED clinical team see and treat as  
per normal procedures

Patient identified by ED clinical  
team as safe for discharge.  
Patient meets criteria for ED/POAC  
COPD Pathway and is referred to  
THINK Hauora

Email referral from ED to  
[incomingfaxes@thinkhauora.nz](mailto:incomingfaxes@thinkhauora.nz)  
and is alerted to Long Term  
Conditions (LTC) facilitator. A  
copy of fax referral is also sent to  
LTC facilitator

Meets criteria if **ALL** of the following  
apply:

- ED diagnosis or suspicion of COPD or asthma
- Current smoker/ ex smoker/ long term exposure to second hand smoke
- > 40 years if Maori or Pacifica OR > 50 years if European
- Eligible for funded NZ Healthcare services

LTC facilitator makes contact  
with the CCN - LTC associated  
with the patient's GP team and  
provides referral information

Is patient  
already enrolled  
with a GP?

LTC facilitator connects patient  
with an appropriate GP Team

CCN - LTC/GP team undertakes a review (either in person or  
virtually) within 3-5 days of the patient's ED visit.  
At this review the patient will have;

- Respiratory assessment
- Review of meds
- Social supports identified
- COPD Action plan established and entered on Indici/  
MedTech patient management system
- Follow up appt booked within 10 - 14 days

CCN - LTC/GP team undertakes a follow up appt to include;

- Pulmonary rehab
- Smoking history and advice if req.
- Social support follow up
- Medication review (incl Comm Pharmacist if able)
- Discuss options for Flu and Pneumococcal immunisations
- **COMPLETE/UPDATE COPD ACTION PLAN** – and entered  
on Indici/MedTech patient management system
- ***If required – book in appointment for spirometry testing***

Ensure patient is connected with Long Term care for ongoing  
management.