

# Scope of Care Policy

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## Introduction

This policy is a part of the Terms and Conditions you agree to when using and receiving services from Aurum Health Limited (Aurum). We may update this policy and will notify you when we do.

The Scope of Care Policy complements other policies and procedures – for example, the Client Privacy and Data Care Policy and our Client Feedback and Insights Policy. If you have any questions or need additional copies of any of Aurum's policies and processes, please reach out to your relationship manager.

## Overview

We recognise that choosing a healthcare provider is a personal decision, one that reflects your values, expectations, and aspirations for your well-being. This guide outlines how we work, what you can expect from us, and the principles that underpin every consultation. It reflects our commitment to care that is calm, attentive, and designed around you. At the heart of this relationship are our values:

- Human: We lead with warmth, respect, and empathy.
- Tailored: We design our service with care and precision. Reliable, effective, and adapted to each person and situation.
- Connected: We build trusted relationships that bring people together for better outcomes.
- Innovative: We pursue technologies and models that strengthen relationships, not replace them.
- Reciprocal: Through Buy One, Fund One, we extend the benefits of our model to vulnerable whānau, proving that profitability and social good can reinforce each other.

## A relationship, not a transaction

We hold ourselves to the highest standards of care. This means:

- Longer consultations that allow time for a meaningful and unhurried conversation.
- Behind-the-scenes preparation and follow-up time, so your care is always thoughtful and personalised.
- Clinicians who are attuned to your goals, not just your symptoms.
- An approach grounded in clinical governance, best practice, and intentional care.

Our role is not just as a healthcare provider, but as partners in your health journey, supporting you to reach your healthcare aspirations.

## How telehealth supports your care

Telehealth allows you to access exceptional clinical care, wherever you are. It offers flexibility, privacy, and the opportunity to build a consistent relationship with your clinician.

Telehealth is supported by extensive independent research, consistently demonstrating it is safe, effective and achieves comparable outcomes to face-to-face care. There are, however, times when in-person care may be more appropriate. If this is necessary, your clinician will inform you and provide support with the next steps.

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**Aurum's telehealth services are not suitable for medical emergencies.  
In emergencies, contact 111 or seek immediate medical attention at a hospital.**

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For more information, visit [info.health.nz/services-support/emergency-departments](http://info.health.nz/services-support/emergency-departments).

## Enabling the best quality care

Numerous factors, including adherence to medical advice, lifestyle choices, and the nature of the condition, influence health. We are also clear that no healthcare service can guarantee outcomes.

The quality of your care depends on your openness, honesty, and willingness to take a shared responsibility when engaging with our clinicians. To ensure the best experience, we invite you to:

- Keep your device camera on during your consultation.
- Share complete and accurate information about your health, history, and symptoms.
- Be open to clinical guidance, including follow-up or in-person care if recommended.
- Recognise that telehealth has limits, and some assessments require physical examination or tests.

## Technology and continuity

We invest in secure, reputable and proven technology systems. However, as with all technology, we cannot promise a completely disruption-free experience. We are here to support you if any technical issues arise. Whenever we introduce technology systems, they are thoroughly risk-assessed by one of our Directors. For more information, please refer to our Client Privacy and Data Care Policy and IT and Information Security Policy.

Our systems are cloud-based, providing you with confidence that we can deliver secure and reliable services. This means that, in theory, any device that can connect to the internet is suitable for accessing Aurum's services.

If you experience any technical issues, please get in touch with your relationship manager or email us at [help@aurumhealth.nz](mailto:help@aurumhealth.nz), and we will be happy to assist you. Please note that Aurum cannot be responsible for any technology failures identified as being caused by your end. This includes unstable internet connections or camera issues.

## Your Responsibilities

Clients are asked to:

- Engage honestly and respectfully with all clinicians. This means we can be aware of what is right for you and your situation, making sure our recommendations and guidance are matched just to you.
- Share complete health histories and current medication use in full. We want to ensure that we can provide a holistic service to you and consider all viable recommendations for your circumstances.
- We encourage you to shape your care plans and have ownership over them. Just remember to follow through on the plans and referrals you agree to, so you can maximise your healthcare journey with Aurum.
- Please notify Aurum Health of any care received outside our services (e.g., emergency department visits). This ensures that any future advice that is given is cognisant of your most up-to-date circumstances, and we don't unnecessarily repeat or contradict your complementary healthcare provision.
- Understand the limitations of telehealth and attend in-person services when advised, whether with Aurum or any other recommended provider.

# Medical Doctors (GPs - General Practitioners) and Nurse Practitioners (NPs)

Doctors and Nurse Practitioners at Aurum are registered in New Zealand and:

- Diagnose, treat, and manage a wide range of physical and mental health conditions.
- Prescribe medications, including controlled drugs, where clinically appropriate and within the legislation and permitted frameworks.
- Refer to private specialists and coordinate diagnostic investigations.
- Provide preventive health interventions and medical lifestyle planning.
- Offer second opinions and medical oversight for complex or chronic cases.

NPs and GPs operate independently and in collaboration with the broader Aurum team, with additional responsibilities for clinical governance where applicable.

## Nurses

Registered Nurses at Aurum Health:

- Deliver follow-up care and client support in coordination with the GP or NP.
- Provide health education, coaching, and navigation of health goals.
- Assist with monitoring long-term conditions and supporting medication adherence.
- Nurses can do tasks that doctors or nurse practitioners permit them to complete, as long as they follow the doctor's instructions and have the proper training to do those tasks.
- Participate in relationship-managed care and document all clinical encounters.
- Nurses do not independently diagnose or initiate prescription medications unless authorised by standing orders or within their scope of practice.

## Health Coaches

Health Coaches are trained professionals who:

- Partner with clients to explore and set health goals aligned with lifestyle medicine principles.
- Support behaviour changes through motivational interviewing and structured plans.
- Liaise with clinical staff to align coaching with medical treatment plans.
- Help clients interpret health data, including biometrics, wearable devices, and lab results.
- Do not provide clinical diagnosis, medical advice, or medication adjustments.

Coaches work under supervision from clinicians and support continuity of care through consistent engagement.

## Relationship Managers:

We want you to experience the best quality service, and it starts by accessing your personal relationship manager. While relationship managers are not clinicians, they play a crucial role in coordinating your experience with Aurum. They are your first point of contact for any queries and can help facilitate your service within Aurum. They are your personal concierge and operate with the highest levels of integrity with your personal information and requests.

## Multidisciplinary collaboration

Aurum's clinicians work as a coordinated team. This approach reinforces the best possible clinical experience and service we offer to our clients. Communication and care planning are shared through:

- Secure clinical records and messaging.
- Internal case reviews and care planning meetings.
- Referrals and escalations documented and followed through by the relationship manager.

## Thank You

Thank you for choosing Aurum. We are honoured to support you. Every consultation is an opportunity to deliver care that reflects your values, aspirations, and the way you wish to be perceived. Please do get in touch with us if you have any questions or comments on [help@aurumhealth.nz](mailto:help@aurumhealth.nz) or via your relationship manager.

## Version Control

Version	Date	Change	Approver
1	July 2025	Policy Creation	IHD
1a	August 2025	Minor: Formatting update Version Control	IHD