



West Coast Health
Community Wellbeing Services

Halcyon Tips and Tricks

LAST REVIEW APRIL 2026

Halcyon

Web Portal
Lodging Claims (live)
List of option customized to individual



New Halcyon Provider Portal (West Coast PHO)

Main Web Portal More Audit

West Coast
Te Tai o Poutini
Primary Health Organisation

Karo data management Home Allocations Reports Admin

Mickey MOUSE (SSS6914) Kia ora, Coast Medical

The Web Portal will Go Live on 1 January 2020. Please do not use the portal for claiming until then

Mickey's Current programmes

Current Programmes Other Options

Programme	Options for Mickey	Status
Mental Health Extended Consult	New Claim	No extended consult yet
Sexual Health	New Claim	Number of consultations in past year: 0 Number of consultations in past month: 0

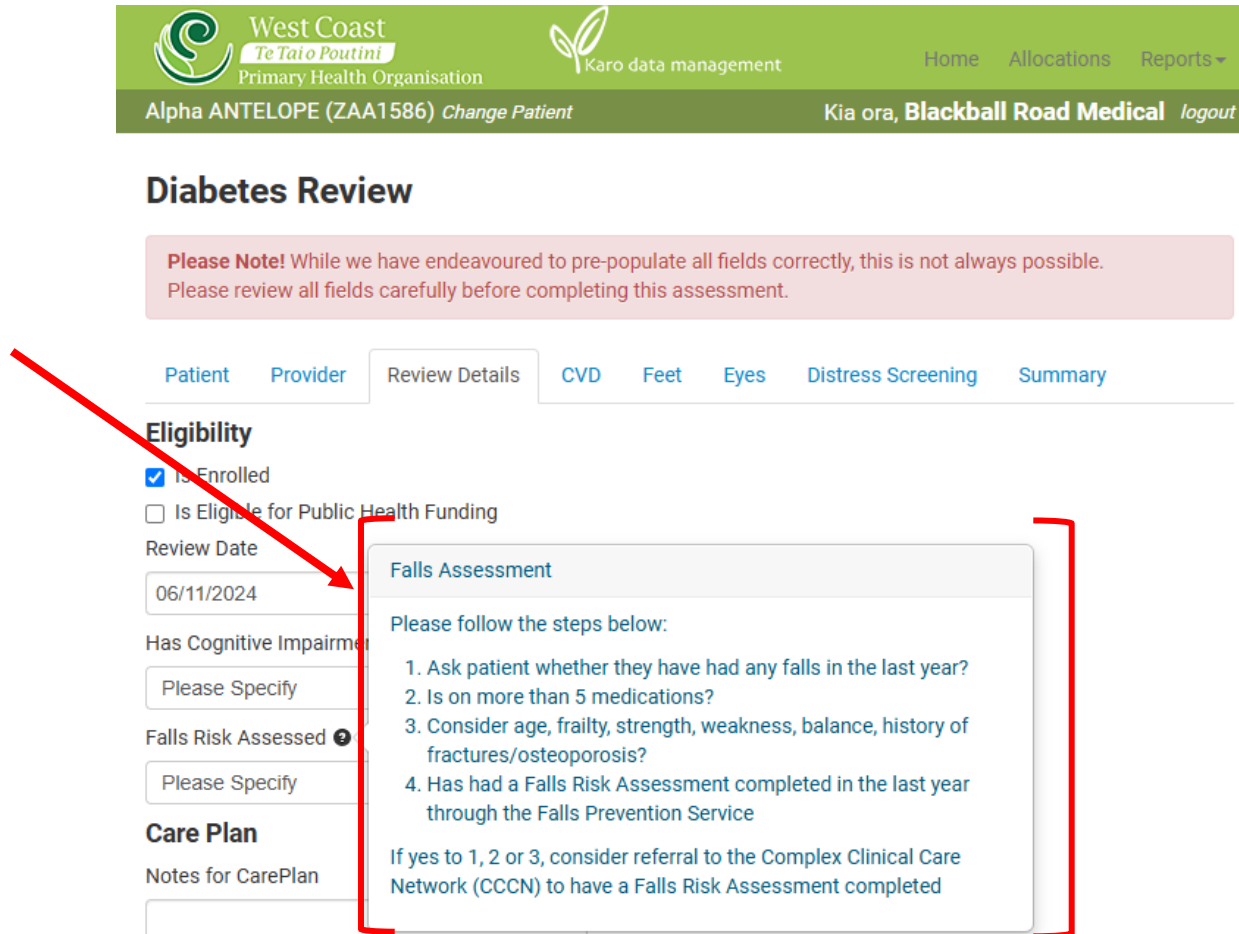
[show all options](#)

Always check the patients'
'Programme' and 'Status'
on their 'Current
Programmes' tab **first**



Halcyon: Tips and Tricks

Hovering the cursor over the  will provide further information about that item.



The screenshot shows the Halcyon Diabetes Review form. At the top is a green header with the West Coast Health logo, 'Te Tai o Poutini Primary Health Organisation', 'Karo data management', and navigation links: Home, Allocations, Reports. Below the header, the patient name 'Alpha ANTELOPE (ZAA1586)' and location 'Kia ora, Blackball Road Medical' are displayed. The main title is 'Diabetes Review'. A pink note box states: 'Please Note! While we have endeavoured to pre-populate all fields correctly, this is not always possible. Please review all fields carefully before completing this assessment.' Below this are tabs: Patient, Provider, Review Details (selected), CVD, Feet, Eyes, Distress Screening, Summary. The 'Eligibility' section has checkboxes for 'Is Enrolled' (checked) and 'Is Eligible for Public Health Funding' (unchecked), and a 'Review Date' field set to '06/11/2024'. The 'Has Cognitive Impairment' field has a 'Please Specify' button. The 'Falls Risk Assessed' field has a help icon (a circle with a question mark) and a 'Please Specify' button. A red arrow points from the help icon to a tooltip box. The tooltip is titled 'Falls Assessment' and contains the text: 'Please follow the steps below: 1. Ask patient whether they have had any falls in the last year? 2. Is on more than 5 medications? 3. Consider age, frailty, strength, weakness, balance, history of fractures/osteoporosis? 4. Has had a Falls Risk Assessment completed in the last year through the Falls Prevention Service'. Below the list, it says: 'If yes to 1, 2 or 3, consider referral to the Complex Clinical Care Network (CCCN) to have a Falls Risk Assessment completed'. The 'Care Plan' section has a 'Notes for CarePlan' field.

Halycon: Tips and Tricks



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Home Allocations Reports ▾

Alpha ANTELOPE (ZAA1586) [Change Patient](#)

Kia ora, **Blackball Road Medical** [logout](#)

Diabetes Review

Please Note! While we have endeavoured to pre-populate all fields correctly, this is not always possible. Please review all fields carefully before completing this assessment.

[Patient](#) [Provider](#) [Review Details](#) [CVD](#) [Feet](#) [Eyes](#) [Distress Screening](#) [Summary](#)

Eligibility

- ☒ Is Enrolled
- ☐ Is Eligible for Public Health Funding

Review Date

06/11/2024

Has Cognitive Impairment

The lab values, blood pressure, medications, and conditions will all try to pre-populate.

Please double check these values before you submit the form.

***If you start a form and 'park it' while awaiting bloods to result, when you open it again, the pre-populated lab values will not update with the new results.
****You must manually enter in the updated values***

Submitting a Form

Upon submitting any form, you are presented with a summary screen, which you can print (review clinical guidance first).

If a claim is **accepted**, measurements will be recorded and recalls set as appropriate for programme.

For example, for Diabetes Annual Review these measurements are saved:

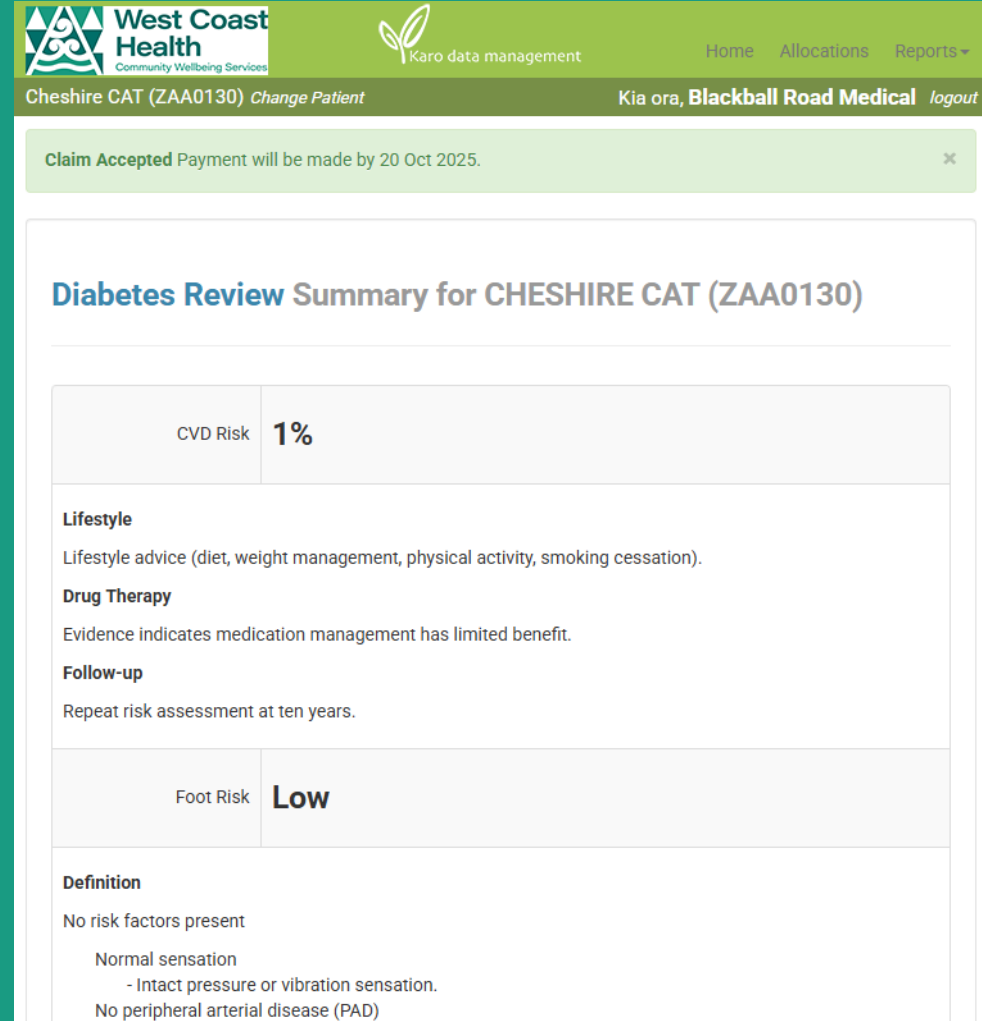
- Diabetes Annual Review
- Cardiovascular Risk

Recalls set:

- Diabetes Annual Review
- Cardiovascular Risk

If a claim is **rejected**, you will need to manually enter these measurements/recalls as appropriate.

--> This is true for **ALL** claims.



CVD Risk	1%
Lifestyle Lifestyle advice (diet, weight management, physical activity, smoking cessation).	
Drug Therapy Evidence indicates medication management has limited benefit.	
Follow-up Repeat risk assessment at ten years.	
Foot Risk	Low
Definition No risk factors present Normal sensation - Intact pressure or vibration sensation. No peripheral arterial disease (PAD)	

Halcyon Tips, Accepted vs Rejected?

Please take note if your claim is
Accepted or Rejected.



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Home Allocations Reports

Alpha ANTELOPE (ZAA1586) Change Patient

Kia ora, Blackball Road Medical logout

Claim Accepted Payment will be made by 20 Dec 2024. x



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Alpha ANTELOPE (ZAA1586) Change Patient

Kia ora, Blackball Road Medical logout

Claim Rejected
Duplicate Claim received x

LTC Programme Registration

Summary for Alpha Antelope (ZAA1586)

Registration Date	06 Nov 2024
Eligibility	New Diagnosis
Priority Condition(s)	CVD Diabetes COPD
Complex Needs	Psychosocial Need
Planned Package of Care	Needs Interpreter, requires extended appointments Plan:

LTC Programme Registration

Summary for Alpha Antelope (ZAA1586)

Registration Date	06 Nov 2024
Eligibility	New Diagnosis
Priority Condition(s)	CVD Diabetes COPD
Complex Needs	Clinical Need
Planned Package of Care	Plan: Appointments with GP weekly x3, then quarterly Appointment with RN after each GP appointment for further education.

Please email qualityteam@westcoasthealth.nz if you believe the rejection is an error/incorrect OR if you need to make ANY changes to a submitted form.

If requested, download [TeamViewer](#)