Whakarongorau Aotearoa//
New Zealand Telehealth Services//

Being there for your patients when you can't be

Summer 2026 fixed term and 12-month support options



Keep your patients connected to trusted clinical support during evenings, weekends, public holidays, and unexpected disruption.

Whakarongorau nurses and paramedics answer in your practice name and work to protocols customised for your service. It is a practical extension of your team when your usual doors and phone lines are closed.

Designed around your practice

- → **Customised response.** Calls are answered in your practice name using agreed protocols.
- → **Patient-centered triage.** Clinical decision-making is supported by a clinical decision support system.
- → **Coordinated care.** Support can connect with other providers and emergency services where needed.

Confidence after hours

- → **Experienced clinicians.** Whakarongorau nurses and paramedics are supported through quality review and clinical support.
- → **Tailored reporting.** Individual practices receive monthly reporting.
- → **Always available.** Help is available 24 hours a day, 365 days a year.

Choose the cover that fits your horizon

3-MONTH FIXED TERM | Seasonal certainty

Ideal for a defined summer coverage window. The package price reflects the operational setup and readiness required, even where phones are diverted for only selected closure days.
Payment: in full, upfront

12-MONTH PARTNERSHIP | Better monthly value

Maintain after-hours continuity across the year, not just over summer. The annual option reduces the effective monthly price by 25% at every ESU tier.
Payment: monthly, in arrears

Pricing by enrolled service users (ESU) Transparent package pricing for Summer 2026

ESU SIZE	3-MONTH FIXED TERM		12-MONTH PARTNERSHIP	
	Package total	Monthly equivalent	Annual total	Monthly price
< 5,000	$1,500	$500	$4,500	$375
5,001 - 10,000	$3,000	$1,000	$9,000	$750
10,001 - 15,000	$4,500	$1,500	$13,500	$1,125
15,001+	$6,000	$2,000	$18,000	$1,500

Why 12 MONTHS is the stronger value

25% lower monthly price At every ESU tier, the 12-month option is priced at three-quarters of the fixed-term monthly equivalent. You gain year-round continuity while spreading payment across monthly post-pay invoices.

A simple path to cover

1 → 2 → 3

Select your term
Choose seasonal certainty or a 12-MONTH partnership.

Confirm your ESU tier
Package pricing aligns to enrolled service-user volume.

Agree your service setup
Confirm scope, protocols, diversion arrangements and implementation details.

Talk with the Whakarongorau team about the option that best fits your practice.

Pricing is based on enrolled service users (ESU) and is subject to final scope, contracting and commercial confirmation.