* eSAM reference data is sourced from NZ Post as the authoritative source of address data in NZ. The data contains NZ post validated data - that is, each address has been verified and confirmed and formatted according to NZ Post addressing standards. The Ministry receives monthly updates for new addresses and any changes that are required for existing information. These updates are subject to Ministry testing before they are applied, so there is potentially a time lag of 6-8 weeks for the new address to appear if it is established by NZ Post at the beginning of any month.
* A common way to confirm an address exists outside of eSAM is to see whether it appears in google maps. While this is a useful way to determine correct spelling, determine the existence of a road within a location or to visually see an address, there are a few caveats when using google maps. Where a street number is not valid (ie not in the google maps reference data) google maps will still attempt to locate where the address should be situated on a map. This does not necessarily mean an address is valid or validated and should not be used for an indication that this particular street number should be found in eSAM.
* eSAM requires a street number to validate an address. If the patient is unaware of their street number, the district council can provide more information regarding the street on which the patient resides. The district council may hold street number information unknown to the patient or there may be a process to follow in order to assign a street number to the patient’s residence and feed that through to NZ Post for future data updates.
* There may be occasions where a particular street number cannot be found. There are a number of reasons for this:
* eSAM does not have that street number and needs to be updated
* The street number is not officially recognised by the district council (typos are common in this instance)
* The street number is a part of a building range. In this case, an apartment building may have an address of 42-49 Smith Street and eSAM may only recognise this address as 49 rather than 42.

* If entering a flat number it should always be before the street number and separated with a back slash (eg 12/30 Smith Street). A street alpha must have no space between number and alpha (eg 10A Smith Street, not 10 A Smith Street). The eSAM reference data may sometimes have flat/unit/alpha information which is contrary to what the patient has given, eg (the patient may have 10A Smith Street, however eSAM may only have 1/10 Smith Street). You may need to confirm that these differences refer to the same address.
* There are some instances where the eSAM reference data may only hold a “base address”. This is common for retirement villages. There will be one base address even though patients may give their address as “Unit 1b 7 Smith Street”. You may not be able to find “Unit 1b” however “7 Smith Street” will match. The Ministry is consulting with NZ Post to see if we can get a list of these "base addresses" to share with you if possible.
* It appears there are a variety of processes used when recording addresses for patients with no fixed abode. Recommended best practice is to record “No Fixed Abode” in the first address line rather than give the medical centre or a care of address. This will, of course, not validate, but does make it possible for analysis of this group of patients so that the Ministry can determine whether there is further policy required on how to address any funding issues or gaps.
* There are some cases where the eSAM reference data does not use the wider city (eg. Auckland Wellington), for addresses that fall in the outer suburbs or on the outskirts of the city. eg. Takanini. Int these instances just the suburb is used in the validated address. The Ministry is discussing possible amendments to the reference data in order to ensure the address is recorded accurately.
* Note that it is the residential address (not the postal address) that is geocoded by eSAM and which gets sent to the Ministry. These fields should not contain PO Box or Private Bag information.
* We are aware that some base address points have multiple different unit numbers. For example, the address **'3 Karanema Drive, Havelock North'** is a valid base address, however there are also more than 100 units at this address (eg 1/3 Karanema Drive, 2/3 Karanema Drive,..... 99/3 Karanema Drive, Havelock North). In eSAM. When the base address of '3 Karanema Drive, Havelock North' is entered for validation the maximum number of 20 return suggestions only display a selection of unit numbers and not the base address. Therefore, the user cannot get to a validated address. The address service vendor has advised this is an ordering issue and they are investigating a possible change. At this stage there is no indicative timeframe for resolution.
* Medtech users must remember to ‘check’ the tickbox in the validation/geocoding screen to confirm they wish to populate the Patient Register address with the selected ‘suggestion’ from the list. Just clicking on the address will not populate the address fields and will not put the geocoding information into the patient funding tab.