

GP Clinic Information for New Patients

We welcome you as a new patient of Counties Medical GP Clinic. Please complete all the forms attached so that we can register you fully to receive all the benefits that the clinic can provide for you. Your health is important to us – attached is our card for your easy access to our clinic contact phone numbers. We must have your eligibility documents i.e. your passport or birth certificate to enroll you in the practice.

You can find more information about the clinic and our services on Healthpoint – www.healthpoint.co.nz – search ‘Counties Medical’ or on our website www.countiescare.co.nz

The Counties Medical GP Clinics at both Takanini and Papakura aim to provide you with high quality, professional and wide-ranging medical care. We do this in a relaxed, friendly and welcoming environment, with you the patient at the center of all we do. We have listened to the feedback of our patients. From this we continue to improve on our services and how we provide them. We have recently increased the number of Doctors we have available so that more often than not, you can book an appointment on the day you need it. Feel free to discuss with any of the friendly clinic staff if you have questions or need assistance.

GP Clinic Team

Our Doctors

Dr. Nishi Alex
Dr. Kannan Palaniappan
Dr. Sviatlana (Lana) Sobaleva
Dr. Sacha Dhanjal
Dr Alvin Ang
Dr Cynthia McGregor (Takanini Wednesday)

Our Practice Nurses

Linda Ebony
Mumtaz Rachael
Gay Nixie
Jandeep

Front Receptionists

Sheryl Yvonne
Sue Kasey
Kim

Our Business Manager

Karen French

Opening Hours GP Clinic to see the GP or Nurse - by Appointment

	Monday	Tuesday	Wed	Thurs	Fri	Sat	Sun
Papakura 6-18 O'Shannessey Street, Papakura	8am-5pm	8am-5pm	8am-5pm	8am-5pm	8am-5pm	Nurse Clinic 8-12 Appointment only Urgent Care 8am-10pm	Closed Papakura Urgent Care Open 8am- 10pm
Takanini 106 Great South Rd Takanini	Monday Closed	Tuesday 8am-5pm	Wed 8am-5pm	Thurs Closed	Fri Closed	Sat Closed Takanini Urgent Care Open 8am- 8pm	Sun Closed Takanini Urgent Care Open 8am-8 pm

After Hours

You can phone either of our Clinic phone numbers after hours and you will be put through to a nurse who can assist you with your enquiry. For a medical emergency at any time of the day or night you must dial 111 and request an ambulance.

Appointments & Cancellations

To see the Doctor or the Nurse, you need to phone the clinic to make an appointment. Appointments can be made at both Takanini and Papakura clinics by phoning (09) 299 9384. If you are unable to attend an appointment, please phone the clinic at least one hour before so that we can offer this time to another patient.

A fee will be charged the second time you miss an appointment without letting us know. If you are late for your scheduled appointment time, *you may not be able to be seen*. Late arriving patients cause delays for others and this is unfair on our other patients.

Consultations

Standard GP appointments are 15 mins long. **This allows you to discuss 1 or 2 issues only with the Doctor.** If you have more than this, you will be required to make another appointment. Alternatively, if you know that you will need longer than this please ensure you book a 30-minute double appointment. This is paid as a double appointment. This ensures fairness and good time management for all of our patients.

Prescriptions

Telephone prescriptions are not routinely provided. For your safety, the Doctor takes responsibility for your care and the medications they prescribe, and you are taking. Should you require urgent same day repeat prescriptions, these can be done, collected **after 3pm but an urgent script fee applies**. For non-urgent repeat prescriptions, these can be collected after 3pm the next day. You can phone the clinic and reception will put you through to the nurse who can take the details of your repeat prescription requirements. The Doctor can then complete the prescription and you are able to pick this up from the clinic the next day. Please note that scripts cannot be provided for you immediately. To ensure we meet the needs of all our patients, Doctors can only complete these near the end of the day. Sometimes, you will need to be seen by the Doctor before they prescribe repeat medicines for you. If this is the case the receptionist or nurse will let you know and arrange for an appointment for you.

It is important you do not run out of your medications (especially over long weekends and for holidays). Plan well ahead of time so that we can make the best arrangement for you to get a repeat script at a lower cost. There is a fee for prescriptions, see 'Fees' below. General rule – allow 3 days for your repeat script to be completed.

Fees

Our clinic fees are determined based on the NZ government subsidy and by our local District Health Board. So how much you pay, depends on the funding we receive from this subsidy and whether you are eligible for the lower fee. The government sets this eligibility based on ethnicity and address for the lower fee of \$19 for adults - it is not determined by the Clinic.

The first new patient appointment fee for all patients is \$40 – this appointment covers the Doctor and the Nurse. This allows time to review all your medical history and ensure our confidential electronic records are up to date about your health.

Medical - GP	Registered Patients	
	Eligible (and those with a Community Services card (CSC))	Non Eligible
Under 14 years	Free	Free
14 -17 years	\$ 13.00	\$25.00
18 years and over	\$ 19.00	\$40.00

ACC	1 st Visit	Follow up visit
Under 14's	Free	Free
14-17	\$ 22.00	\$ 5.00
18 and over	\$ 32.00	\$ 10.00

ACC with a Community Services Card (CSC)	1 st Visit	Follow up
Under 14's	Free	Free
14-17	\$12.50	\$5.00
18 and over	\$19.00	\$10.00

There is a separate charge for other procedures in the clinic such as minor surgical procedures & biopsies, ECG's, liquid nitrogen, insurance & drivers medicals, pregnancy testing, cervical smears, wound dressings, and vaccinations etc.

Please ask at Reception, or phone the clinic for an explanation of fees / charges for the specific procedure or service.

Test Results

If your results for tests indicate that further action is required, the GP or one of the Practice Nurses will contact you.

If you do not hear from us, you can assume that your result is normal and there is no cause for concern or further action. However, if you would like your result, please do not hesitate to phone the practice on (09) 299 9384 and leave a message for the nurse to contact you. Some results may take up to two weeks to be returned.

Why we contact you by phone / txt / email

Counties Medical GP Clinic cares about working with you to improve your health. For this reason, there are several things we contact you for. This could be a reminder about screening tests you are due for like smears, mammograms or blood pressure checks. Or to let you know your child is due for their immunisations. We have a Planned Proactive care programme that your Doctor may wish to enroll you in if you have a chronic condition that requires regular care. This means that the nurse will contact you regularly to see how you are managing your illness and how we can continue to help and support you.

We also send you a reminder txt the day before your appointment to remind you of the time. Please ensure that you phone the clinic to cancel this appointment if you are unable to attend.

Newsletters –regular updates of what is happening in the clinic via our newsletter are available on our website, or in hard copies in the clinics.

Patient Portals – Free Online Booking Service – Manage My Health

We have the Patient Portals service for you – Manage My Health – a free online booking service that allows you to book your own appointments online, request repeat prescriptions and view and track your test results.

You will be asked at the clinic if you wish to use this service and enrol.

To enrol to access securely the portal –

- You must be 16 years or older
- You must have your own personal email address

This service is free to you once you have enrolled.

More information about the Manage My Health portal is in this new patient pack. Any other questions you have about the Portal, please ask reception when you are in the clinic next.

Register today for your access to the portal and make things easier for you to book appointments, request repeat scripts and check your lab results.

Patient Newsletter

In the clinic you will find a copy of the latest newsletter. This provides you information about the clinic team, latest updates on services, health promotion information and other news.

Help yourself to a copy when next in the clinic or you can see the newsletters on our website. The latest newsletter is in this pack for your information.

We look forward to seeing you and your family in the GP Clinic.