

GP Clinic – COVID 19 essential information for you as a valued patient of our GP Clinic (Updated = 01 September 2020) LEVEL 2



If you are concerned about Coronavirus COVID 19 and feel you may have symptoms, please contact Healthline 0800 358 5453 or 0800 611 116

Counties Medical Family Health: We are currently operating from our Counties site for both face to face and phone consultations. Our Takanini GP clinic is CLOSED until 07 September. Our Counties Urgent Care centre is open 7 days a week from 8am -10pm.

Making a booking for appointment

Bookings are now **CLOSED** via the Manage My Health portal for any appointment **during Level 2.5 & Level 2**. Please phone reception to make an appointment for a phone consult. For patients who require to see a GP, the nurse will do a phone triage and book your appointment.

NB: if you have any Covid like symptoms such as a cough, fever, sore throat, loss of taste or smell, runny nose please phone and speak to one of our reception staff. FOR COVID-19 only concerns and you require a swab, our Takanini site is doing the covid tests. No appointment is required.

As per our usual advice, if you feel that you are very unwell (for example, you are worried that you are having a stroke or heart attack), you should ring 111 or present to Middlemore Hospital ED or your closest hospital.

Phone consultations will be charged as per a normal consultation and is still limited to 15mins – we can only discuss 1-2 issues in your 15min consultation.

If attending an onsite appointment

Please report to reception unless you have been asked to wait in your car. Please advise reception if you have any runny nose/cough/sore throat/fever/loss of smell. We recommend patients wear a mask when attending a clinic appointment.

Prescription Medications

Counties Care Pharmacy and all other pharmacies will be operating as per usual.

Our Doctors will be prescribing your regular 3-month medications but at this stage pharmacies will be dispensing your medication monthly i.e. 1 month supply to you. This will continue until possibly October.

Please do not ring or contact the clinic about this as we are unable to get pharmacies to dispense the full 3 months supply.

We are happy to fax your prescription to your nominated pharmacy – please make sure you know the name of the pharmacy and the contact details for the pharmacy. An additional charge applies to Fax scripts of \$3.00

Non urgent prescription requests will incur a standard phone script fee, please allow 5 working days for these to be processed. For any urgent script requests an additional fee will apply. Please endeavor to ring one week prior to running out of your medications for a repeat.

Please do not request repeat prescriptions on our Facebook page.

Payment for Consultations/Prescription

Invoices for phone consultations/phone script requests will be emailed or posted to you by reception and payment options including internet banking will be offered on the invoice. For on site consultations we accept cash, Paywave method or Eftpos card. **Payment is expected on the day of your consult.**

Certificates for WINZ and ongoing ACC certificates

WINZ and ACC changed their rules while we were coping with the pandemic. At this stage we are still able to do a phone consultation with you to review your progress. We will submit your WINZ and ACC 18 forms online. Normal WINZ / ACC fee applies.

Labtests

If you are due a lab test, we will send an electronic lab referral to the lab so that you do not need a form from us. You can present directly to the lab for your test. We will text you or call you to advise that the electronic lab form has been done.

New patient enrolments

We are **now** taking new enrollments whilst we are in Level 2.

Non-essential services

In alignment with the national advice, we are **not** offering non-essential services at this stage. This includes:

1. Travel vaccinations
2. Relaying normal results/noncritical results

Services we are providing currently

1. Flu vaccines are available for all adults and children from the age of 3yrs. (\$30.00 per person)
2. Childhood immunisations
3. Face to face consultations
4. Depo Provera injections
5. Hormonal injections that have been started by specialists and need to be continued
6. Urgent Iron infusions (booked through our Urgent Care department)
7. Change of dressings
8. Biopsy and excisions
9. Cervical smears
10. Liquid nitrogen
11. Saturday morning nurse clinics (8.30am-12.30pm) alternate Saturdays
12. Some Late night nurse clinics (until 7pm). Please ask reception staff at the time of booking.
13. Spirometry (booked through our Urgent Care clinic)
14. Aclasta & Iron infusions (booked through our Urgent Care clinic)

Please also refer to our website for regular updates of information.