

## GP Clinic – COVID 19 essential information for you as a valued patient of our GP Clinic (Updated January 2021)



*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 & Takanini sites for both face to face and phone consultations. Our Takanini GP clinic is now open on a Tuesday and Wednesday. Counties Urgent Care centre is open 7 days a week from 8am -10pm. Takanini Urgent Care is open 7 days a week from 8am -8pm.*

### **Making a booking for appointment**

Bookings are now **OPEN** via the Manage My Health portal for an appointment **during Level 1**. Please phone reception to make an appointment for a phone consult.

**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.**

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**

**We recommend patients wear a mask when attending a clinic appointment if you have any respiratory symptoms**

### **Prescription Medications**

Counties Care Pharmacy and all other pharmacies are operating as per usual. We require 3 working days for non-urgent script requests. 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.

If you require a faxed script an additional charge of \$3.00 applies. Please make sure you know the name of the pharmacy and the contact details for the pharmacy. If you enrol on the Manage My Health portal you can request your regular medication. This request goes to the GP who will confirm the script or message you that an appointment is required. Script fees still apply.

**NB: we are starting to do some ePrescriptions, this process will be explained to you at the time of your prescription request. The NZ ePrescription Service (NZePS) provides a secure channel for prescribing and dispensing your prescription electronically to a pharmacy.**

**Please do not request repeat prescriptions on our Facebook page.**

### **Payment for Consultations/Prescription**

Payment is expected on the day of your consult. 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 onsite consultations we accept cash, Paywave method or Eftpos card

### **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 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 1.

### **Services we are providing currently**

1. Childhood immunisations
2. Face to face consultations
3. Depo Provera injections
4. Hormonal injections that have been started by specialists and need to be continued
5. Urgent Iron infusions (booked through our Urgent Care department)
6. Change of dressings
7. Biopsy and excisions
8. Cervical smears
9. Liquid nitrogen
10. Some Saturday morning nurse clinics (8.30am-12.30pm)
11. Some late-night nurse clinics (until 7pm). Please ask reception staff at the time of booking.
12. Spirometry (booked through our Urgent Care clinic)
13. Aclasta & Iron infusions (booked through our Urgent Care clinic)

***NB: we no longer relay normal results or noncritical results***

### **Non-essential services**

We are **not** offering Travel vaccinations at this level.