

GP Clinic – Essential information for you as a valued patient of our GP Clinic Level 1 (Updated March 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 in Papakura is open 7 days a week from 8am -10pm. Takanini Urgent Care is open 7 days a week from 8am -8pm. View information about our Urgent Care on our website.

Covid Vaccines

We are waiting for further information and advice from the Ministry of Health as to when the covid vaccination program will commence for our patients. We will provide this information for you when we have this – note that when this does commence, patients will be prioritized i.e., the elderly, and those at high risk due to medical conditions.

The Ministry of Health this year is prioritising COVID vaccines ahead of flu vaccinations.

Flu vaccinations

At this stage we are unable to confirm the date we can commence the Flu vaccination program. We are waiting for vaccine stock to arrive in our clinic. Information via our website will be available when this begins.

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, in the same way we do for face to face in clinic consultations.

If attending an onsite appointment

We ask patients wear a mask when attending a clinic appointment if you have a cough, runny nose, sore throat or fever

Prescription Medications

- 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 to avoid a delay.
- 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 you wish the script to be sent to.
- If you are registered on the Manage My Health patient portal you can request your regular medication. This request goes to the GP who will confirm and complete the script – script fees still apply.
- You may be contacted to say that an appointment is required for follow up of your condition before issuing a repeat prescription.

Note - 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 or via email through our website.

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 appear 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 and results

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 any lab for your test – as they can view your lab form online. We will text you or call you to advise that the electronic lab form has been done.

Note that you can view your labresult via the Manage My Health patient portal if you are registered with the portal.

We do not contact you if your lab result is normal. If there is an issue with your lab results the practice nurse will make contact with you.

New patient enrolments

We are **now** taking new enrollments again.

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)

You can find out more details about these services on our website.

Non-essential services

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

We strongly encourage you sign up to the **Manage My Health Patient Portal** – for information about how you as an enrolled patient can do this, please phone the clinic on 09 299 9384.

The portal allows you to have more control and greater access to our services. You can –

- [Book, cancel or change an appointment.](#)
- [Request a repeat prescription.](#)
- [View your lab test results.](#)