

## **GP Clinic – COVID 19 and essential information for you as a valued patient of our GP Clinic**

**Update = 18 August 2021 – ALERT LEVEL 4 for the next 7 days.**

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

***For general health advice and information call [0800 611 116](tel:0800611116) anytime***

***Please follow all Ministry of Health guidelines regarding [COVID Alert level 4 safety](#).***

Counties Medical Family Health, Papakura will continue to operate during the Level 4 nationwide shutdown. However, we will be making changes in how we operate. We will be moving to phone consultations as much as possible but will still provide face to face consultations when they are essential. This fits with the requirements of the Royal New Zealand College of GPs. We are doing this in order to reduce your risk of exposure to the virus.

### ***Making a booking***

At this stage, bookings cannot be made via the Manage My Health portal. Please ring our receptionists to organize phone consultations. If you feel that your medical condition requires you to have a face to face consultation, then the consultation request will be forwarded to the nurse. Either a nurse or GP will then get back to you to get further information to help organize the most appropriate form of consultation for you.

***Certain medical symptoms such as abdominal pain, chest pain may need face to face consultation or you may be advised to ring an ambulance.***

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 still ring 111 for an ambulance 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 you advised by the the GP or nurse to attend the clinic, when you arrive***

Please remain in your car until contacted one of the GP team. For the safety of the you and our team, the only entryway now is the main entrance way to the clinic. The sliding doors at the end of the corridor near the physiotherapy have been locked.

We have an urgent care nurse at the front entry who will be helping to manage patients entering the waiting room. We do not want the waiting room crowded and we have limited seating in the waiting room to comply with the 2m distancing that is recommended between people.

We also ask that only yourself and 1 vital support person come into the clinic for an appointment. This support person will either be the parent of a child or someone who is vital to help you with your mobility. **You are required to wear a mask during Level 4.** These measures are in place to limit your exposure to the virus.

## **Prescription Medications**

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

We are happy to do an e-script to your nominated pharmacy – please ensure you know the name of the pharmacy and the contact details for the pharmacy to advise our staff. If you already enrolled on Manage My Health you can request your 3 monthly medication. This request goes to a Gp who will confirm the script or message you that an appointment is required.

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 face to face consultations, we ask that you do not use cash to make your payment. Please use a Paywave method ideally or use your Eftpos card.

## ***Certificates for WINZ and ongoing ACC certificates***

We at this stage can do a phone consultation with you in order to review your progress. We will submit your WINZ and ACC 18 forms online.

***Labtests – as per their Website:*** 18 August 21

***All Labtests Collection Centres are still currently open.***

- If your test is not urgent or you are awaiting a COVID-19 test result, please stay at home.***
- We require you to wear a mask and practice social distancing and good hand hygiene at all times in our collection centres.***
- Wait times will change with social distancing – we appreciate your patience.***

***If you are due a lab test, we will send an electronic lab referral so that you do not need a form from us. You can present directly to the lab for your test.***

## ***Non-essential services***

**In alignment with the national advice for Level 4, we are currently not offering these services.**

**This includes:**

1. Liquid Nitrogen therapy
2. IUCD removals
3. Travel vaccinations
4. Aclasta infusion/non urgent Ferinject Iron infusion
5. Non urgent Iron injections
6. Non urgent immunisations
7. Diabetes nurse clinic
8. Screening cervical smears
9. Drivers Medical/Diving Medicals/Pilot medicals

10. Completing of non-essential forms/paperwork
11. No new patient enrollments
12. Relaying normal results/noncritical results

***Services we are providing***

1. Childhood immunisations that are due and cannot be deferred -> these must be booked by one of the nursing team.
2. Face to face consultations for certain medical conditions- this has to be discussed and booked by one of our nursing team.
3. Depo Provera injections
4. Hormonal injections that have been started by specialists and need to be continued

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