

## GP Clinic – COVID 19 essential information for you as a valued patient of our GP Clinic (Updated = September 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 site for both face to face and phone consultations. Our Counties Urgent Care centre is open 7 days a week from 8am -10pm. Takanini site – covid swabbing site***

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

Bookings are still **CLOSED** via the Manage My Health portal for any appointment. Please phone reception to make a phone appointment. 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 a 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 and phone reception.

We ask you not to enter the clinic if you have any runny nose/cough/sore throat/fever/loss of smell. We ask you to wait in the carpark and phone the clinic to advise you have arrived. We will organize for you to be seen in one of our consult rooms.

### **Prescription Medications**

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

We are happy to send your prescription to your nominated pharmacy – please make sure you know the name of the pharmacy and the contact details for the pharmacy.

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, text messaged or posted to you by reception and payment options including internet banking will be offered on the invoice. For on site consultations we accept 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 currently **NOT** taking new enrollments whilst we are in Level 3.

### **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
3. Cervical smears – routine screening
4. Drivers medicals
5. Liquid Nitrogen

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

1. Flu vaccines are available for all patients. (\$30.00)
2. Childhood immunisations
3. Face to face consultations (booked through the nurses)
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. Cervical smears – for those on yearly screening

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