

To our valued patient at Counties Medical GP Clinic

We hope you are doing as well as can be in these uncertain times and are looking forward to a bit more freedom.

The GP Clinic will be emailing you regularly with important updates that will help you manage your care needs with us. With our high phone call volume, we want to provide information via email that may help you instead of phoning the clinic. There is additional information about the GP clinic and what we are doing through Level 3 on our website – www.countiesmedical.co.nz

Help you may need

- COVID -19 health advice and information can be found by contacting Healthline on 0800 358 5453
- If you are isolating at home with COVID the helpline for you is 0800 687 648
- COVID Vaccination information can be found by phoning 0800 282 926
- For help with anxiety, depression or mental well-being text or phone 1737, website - www.depression.org.nz, Mental Health Crisis phone number is 0800 800 717

Register and activate into our patient portal – it makes life easier for you

- Enrolling and activating onto our patient portal 'Manage My Health' is the easiest way for you to **request repeat prescriptions and check up on any lab results**. When requesting a script this way don't forget to tell us which pharmacy you want us to send it to for your pickup.
- Through 'Red Traffic Light' settings, you are unable to book appointments on the portal.
- To enrol on the portal, go to our website

Nurse appointments

- We are now doing immunisation, cervical smears, and liquid nitrogen

Prescription requests

- ***If your prescription is due during the Christmas period, please phone the clinic the week prior to Christmas to organise a repeat***
- ***SCRIPTS MUST be in by MONDAY 20 December***
- For any non-urgent script requests, we will contact you within 3 working days.
- Urgent scripts (those within 3 working days) incur an additional \$5 surcharge.
- We recommend you enroll in our patient portal to request your scripts.

Appointments

- We are currently doing most of our consultations during the current restriction settings via the telephone. This protects you from unnecessarily coming into the clinic during the COVID outbreak.
- If you require a face-to-face consult with your GP, please ask to speak to one of the nurses. The nursing staff are doing phone triage to ascertain if we can see you in the clinic, or we may have to see you in your car.
- We are now doing drivers medicals. You need to speak to one of the nursing team who will co-ordinate both your nurse and doctor's appointments for this medical assessment.
- A consult fee applies to both telephone consultations and face to face consults. Telephone consults are the standard 15 mins
- ***ONLINE bookings via the portal are not available during 'Red Traffic Light' settings***

Test results

- We do not contact you if your test results are within normal range. This is because of the large volume.
- We will contact you if you require something extra to be done. If your test result requires any further follow up by the GP, the GP may request the practice nurse contacts you.
- For any COVID swabs you have completed at Counties Medical, please do not phone the clinic for your result. Depending on numbers of swabs being done in South Auckland, Labtests may take upto 5 days to process your swab. We are unable to influence the result timeframe. The result WILL be messaged to you on the mobile number you gave at the time of your swab.

Phoning the clinic

- Due to the high volume of calls we are receiving; we are prioritising the calls. We will endeavour to contact you within 24hrs during the week. Please leave your name and contact phone number.
- Please do not leave a message if you have an urgent medical problem. Come to the Urgent Care clinic.

Paying your bill

- Because we are limiting people coming into the clinic, please do not come to the clinic to pay your bill
- You will be sent an invoice with information about how to pay
- Or you can pay directly via our website

Ngā mihi, Your GP Clinic team

