

**April 2022**

**To our valued patients at Counties Medical GP Clinic**

The GP Clinic will be emailing you 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 Orange on our website – [www.countiesmedical.co.nz](http://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 68 76 47
- 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](http://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.
- To enrol on the portal, go to our website

**Nurse appointments**

- We are now doing immunisation, cervical smears, and liquid nitrogen.  
***For the months of May and June we are offering free cervical smears appointments with our nursing team.***

**Prescription requests**

- 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 via the telephone. This protects you from unnecessarily coming into the clinic during the COVID outbreak.
- ***We are now booking face to face consults. If you have any covid symptoms or are covid positive please advise reception staff, they will get one of the nursing team to contact you.***
- 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

### **Test results**

- We do not contact you if your test results are within normal range. This is because of the large volume of calls.
- 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.

### **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, contact phone number and a brief message

### **Paying your bill**

- You will be sent an invoice with information about how to pay if you had a phone consult.
- Or you can pay directly via our website

Ngā mihi, Your GP Clinic team

