

Changes within our team...

We recently welcomed **Dr Mathanki Vivekananda** to our team. She is with us Mondays, Thursdays and Fridays.

We also recently welcomed **Chantelle** as a new Primary Care Assistant within our team.

We are welcoming new patients again...

We are accepting new patients once more. If you have a friend, family member or new neighbour looking for a GP please don't hesitate to refer them to us. Word of mouth is how most people find a new medical centre.

The necessary paperwork can be found on the Enrol page of our website (www.newlandsmedical.co.nz).

The GPs who are accepting new patients are:

- Dr Duncan Baird
- Dr Madeline Gee
- Dr Caitlyn O'Fallon
- Dr Elton Nguy



Flu vaccine has arrived...

The flu vaccines **are here!**

It is FREE for patients:

- aged 65 years and older
- pregnant women
- with some medical conditions.

For non-funded patients the cost is \$40.00.

Many employers now reimburse their staff for flu immunisations, to help minimise staff absences for sick leave, so this is worth asking your employer about.

The more people that are protected against influenza, and the earlier that you are vaccinated, the less it can spread.

Please remember to tell friends, whanau and family that the flu vaccination is now available.

Please make an appointment with our nurses to have your 2019 flu immunisation..



When we are closed

Please contact:

Wellington Accident & Urgent Medical Centre
17 Adelaide Rd
Newtown
Wellington (04) 384-4944
Open every day **8am-11pm**



Or 11pm-8am
Wellington Hospital Emergency Dept
Riddiford St
Newtown
Wellington

Or



We are now on ... Facebook.

This is another way we plan to keep in touch with patients & let you know what is happening at NMC. Please "LIKE" our page.



Requests for urgent prescriptions...

Generally we ask for 48 hours notice (2 business days) to prepare your request for a repeat prescription. If you can give more notice then that is even better—it means your usual doctor will be able to action your request on their days in the centre. This is best practice for continuity of care.

Leaving your request until you have run out of medication is not good for you (means you have no disaster supply) and puts our team under pressure. Please note that requests for urgent prescriptions will incur an additional \$5.00 charge on top of the usual prescription fee.

Continuity of care...



Why do we ask you to see the same GP?

Why do we ask you to request your prescriptions early so your usual GP can prepare them?

It is called continuity of care and is best practice. By seeing the same GP you build a relationship with them over time. They get to know you and can more readily identify if something has changed for you since they saw you last. This is especially important if you suffer from any long-term condition, including mental health concerns. If you have a relationship with your GP you may feel more likely to open up and discuss your thoughts and feelings. The GP, if they have known you for a while, may also be able to spot changes in your physical or mental health.

We appreciate that many of our GPs work part-time and every GP is not in the practice every day. Encouraging continuity of care doesn't mean you cannot see another GP for an acute illness. Of course you can, and should, contact us for acute care. We also appreciate that our GP team has changed over the past 18 months and some of you will not yet have met your new GP.

So, how can you help us with continuity of care?

1. Book in advance for your regular, routine appointments (eg annual check up, regular long-term condition reviews, etc).
2. Select your usual GP when booking appointments through the patient portal.
3. Request repeat prescriptions for regular medications two weeks before you are due to run out.

Please seek help if you need it. Support is out there...



As well as developing a relationship with your GP there are many options for help in the community. For example, you can **text 1737** (free call or text) and talk with a trained counsellor anytime 24/7. **Lifeline** is available **0800-543-354**. We will put a list on our website.

Payment Terms...

A reminder that payment is expected *at the time of service*. We accept Cash, Cheque, Eftpos, Internet Banking, and Credit Card (Master Card and Visa only).

Minor procedures and non-funded vaccinations are required to be paid in full on the day of service (unless as a result of an emergency).

If you have *Southern Cross health insurance* we may be able to claim directly for you, depending on the coverage of your particular policy, leaving you to pay any applicable co-payment. Please advise our receptionists if you hold Southern Cross cover.

We appreciate that there are times when financial circumstances can change and we encourage you to talk with us as early as possible so that we can discuss options and make an arrangement. We would not want you to put off attending an appointment if needed because of payment issues. Many of our patients find regular weekly or fortnightly automatic payments a useful way to budget for their medical costs. *Free* financial advice is also available from CAPNZ (www.capnz.org).

An overdue account fee of \$15.00 is added if your invoice remains unpaid after 14 days from the date of service and there is no arrangement in place. If we have made several attempts to contact you regarding payment and your account remains unresolved we may consider referral to a debt collection agency. This is our last resort but sometimes a necessary one. We would much rather work with you in a repayment arrangement.

Thank you for your assistance regarding your account balance.