

Welcome to...

Tupono who recently joined our reception team, and WELCOME BACK to another of our reception team, **Lauren**.

Coronavirus...

Dedicated **Healthline** Freephone number is **0800-358-5453**

As there are now confirmed cases in NZ we have put precautions in place for the safety of our patients and team members.

All patients and visitors to the practice are asked to **clean** their hands with hand sanitiser upon entry—there is a dispenser just inside the door.

All patients with a cough should put on a **mask and clean** their hands—there are masks inside the door.

Important: Patients who have returned from overseas travel within the last 3 weeks OR been in close contact with someone who has AND have flu like symptoms (eg cough, fever, sore throat) **should phone Healthline in the first instance for advice.**

These patients SHOULD NOT:

- Book appointments via ManageMyHealth
- Turn up at the practice without first phoning Healthline

If directed to us by Healthline please phone ahead and discuss with one of our nurses.

If you are then asked to come down please note you may be asked to wait in your car until we can safely assess you.

If the outbreak affects our ability to provide usual services:

- We will delay the booking of non-urgent appointments, eg well-person checks
- Repeat prescriptions may be done without being seen
- We will increase our phone assessment, as well as our phone and ManageMyHealth consultations
- You should increase your emergency supply of medications from 2 weeks supply to enough for a month.

Current information can be found at:

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public>

By setting up precautions we minimise the risk to other patients and our team.

This will enable us to continue providing services which we will struggle to do if our team are unnecessarily exposed to the virus.

Thank You for your co-operation.

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



Find us 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.



Community events...

Our local Newlands Marae, Nga Hau e Wha o Paparangi, are hosting a **Neighbours Day** event on Sunday March 22nd 2020 between 1 and 3pm.



The theme of the event is "Our Resilient Community", and it will celebrate our local Fire and Emergency crews. Take a picnic and connect with your community. Hangi meals will also be available for purchase.

For more information contact kaitari@NHEWOP.org.nz

ManageMyHealth...

Just a reminder to please log in and check your messages if you receive an alert that your record has been updated. If you have made a request via the portal, eg a repeat prescription, we generally respond back via the portal and our expectation is that you will read your messages.

We do not phone unless there is something out of the ordinary with your request, as that would be unnecessary duplication.



Children's area...

We would appreciate any ideas you have on how we can make the waiting room more child friendly.

We need to find a balance between it being a fun place for our little people to wait in and be mindful of infection control and the safety of all patients in the area. (Infection control is why we remove toys in the winter months and provide the wipes dispenser on the wall).

If you have any suggestions please complete a form and put it in the Comments box on reception by 9 April 2020.



Flu vaccines...

These have not arrived yet. According to the latest information from the Ministry of Health we can expect delivery in early April.

As soon as they are here we will advise via our website and Facebook page.

Multiple things to discuss with your GP....

Our standard appointments are 15 minutes long which can generally cover one or two items for discussion. If you have more to discuss please book an extended appointment (extra charges apply).

If you have only booked a single appointment and we cannot safely discuss all of your items you will be asked to make another appointment.

Thank you for your assistance in helping us to manage our workload and wait times.

Working with the community...

Our nursing team have begun working in partnership with Newlands College to ensure as many young people as possible receive the HPV vaccine.

This vaccine assists with the prevention of many cervical, anal, mouth and throat cancers.

We are proud to be participating in this important programme.

