

A couple of new initiatives...

Ability to view your consultation notes via our patient portal

If you have registered **and** activated your access to our patient portal, ManageMyHealth, you can now view most consultation notes dated after 1 May 2018 when we activated this function. This is a great way to refresh your memory about any instructions or advice that you have been given by your GP; changes to your medication doses; plans for ongoing treatment, etc.

Arrival Self-Check In Kiosk

If you simply want to let us know that you have arrived for your appointment you now have an alternative to queueing for a receptionist to become available. It is easy to use—just follow the prompts onscreen. Of course you are more than welcome to wait for one of our team if you wish—this is just an alternative.

As with all of our equipment, it is cleaned regularly.



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

Free health advice
where you need it
Healthline
0800 611 116
www.healthline.govt.nz

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.



Flu Vaccines

The 2018 Flu vaccine **is here.**

Remember, the Flu vaccination is **FREE** for those aged 65 years and older, pregnant women, and for some medical conditions.

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.



Updating your smoking status and getting advice

The Ministry of Health require us to update the data on our patients' smoking status, and to provide advice re quitting, once a year.

Some of you may feel that we are constantly contacting you to update these details, and have stopped replying to us. If you could please respond to our messages or texts then we won't have to bother you as often.

Parking

We appreciate your frustration that, at times, it is difficult to find a park close to the medical centre. For almost 2 years we have been asking the Council to consider time limiting some of the adjacent parking to improve accessibility for our patients, and also for users of the Community Centre. We have had a recent discussion that seemed promising, but it needs to go through their processes so we were warned not to expect any action until later in the year.

While tempting, we would ask that you do not park on the yellow cross-hatched areas as this impedes ambulance access.



Community Services Card

Have we got your current card number on record? Eligibility for some funding relies on you having a current CSC so please update your information with our receptionists the next time you are in.

Communicating test results

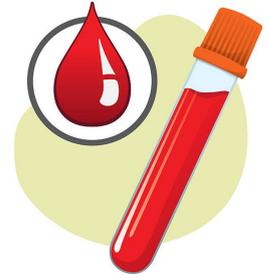
Just a reminder on the methods we use to let you know about your test results.

If everything is normal we will either text you, post the results on the patient portal for you to log in and view, or send you a letter.

If there is anything to be concerned about we will contact you by phone, text, or the patient portal to discuss the results or ask you to make an appointment to discuss what needs to happen next.

Depending on the nature of the test you may not be contacted for up to two weeks until we have received all relevant results—your GP or nurse can give you an approximate indication of the timeframe.

If you haven't heard from us at the end of the given timeframe, or you are feeling worse, please give us a call.



Seeking medical assistance after hours

We fall within the Wellington Accident and Urgent centre's catchment, and our GPs work rostered shifts at the Adelaide Road medical centre.

We can appreciate that other after-hours centres may be closer to your home and therefore easier to get to. However, the team at Kenepuru in Porirua have requested that, where possible, you do not use their service as their resources become stretched and waiting times increase.

**AFTER HOURS
DOCTOR**

Patient Experience Survey

This national survey is run for one week each quarter, and patients who are seen in that week are randomly selected and invited to take part. Thank You to those of you who have taken part to date—we value your feedback and use it to improve our services.

Requests for Same Day appointments

Just a reminder of our system whereby a GP or nurse assesses requests for "Same Day" appointments. The aim of this service is for us to see those patients with most clinical need in a timely manner. A GP or nurse will call you back and either make an appointment for you; provide advice over the phone to save you an appointment; or provide a prescription. This is especially effective in our busier winter months.

Payment for services

We appreciate that there are times when your financial circumstances might be difficult, and you may struggle to pay your medical costs. We are here to help you find solutions to work with us but, to do this, we need you to let us know as early as possible if things are getting tough. We do not want this to prevent you from seeking medical care when you need it. Where we can, if you meet the eligibility criteria, we may be able to source additional funding for you.

However, there are a number of patients who routinely do not pay their medical fees and do not respond to our attempts to contact them. After many attempts, we will consider referral to a collection agency. This isn't something we do lightly as it affects your credit rating.

We therefore need to remind you of our standard payment terms - we expect payment at the time that the service is provided unless you have entered into a prior arrangement with us.

We wish to advise that procedures, such as minor surgery and unfunded vaccinations (eg for travel), now require pre-payment. When discussing the need for these your GP or nurse can advise you of the cost.

We accept a variety of payment methods, including cash; Eftpos; most credit cards; direct claim if you have the appropriate Southern Cross insurance cover; and regular Automatic Payments (many patients find this a useful way of "smoothing" out their medical expenses rather than finding a lump sum).

Please talk to one of our team if you have any concerns regarding your medical costs.