



Newlands Medical Centre – Patient Portal MyIndici Terms and Conditions

IMPORTANT – Please DO NOT use MYINDICI™ to communicate acute serious problems to your Doctor. Please PHONE the practice for advice in the usual manner.

Online Appointments

Please book non-urgent appointments online. If you need longer than the standard 15 minutes, please phone to book a double appointment. Please note you are unable to book appointments online for the same day.

If you would like a GP to phone you at a specific date or time please book a virtual telephone consultation. Please do not message them with a request for a phone call.

Repeat Prescriptions

Please use the Medication section to request your repeat prescriptions. You will receive a text when your doctor has done the prescription. Please allow 3 working days for this service. If you need a prescription more urgently then please phone the practice. Prescription fees will apply.

Test Results

We will use MyIndici™ as one of the ways of notifying you of test results. When we file a result you will be sent an email saying your record has been updated. Please DO NOT switch off the automatic notification box in your Inbox setup.

Your results will be located in the Results / Report section. Please see the Comments column for your doctor's comments on the test result. For the full comment click the blue 'i' button. Click on View to open the result. Please read your doctor's comments and take any action recommended. If there are serious abnormalities we will endeavour to contact you through other channels, including phone, text, and letter.

Depending upon the nature of your tests the timeframe can vary but we undertake to advise you of your results within 7 working days. Please remember to check the portal for your results rather than phoning in. If you have not heard from us after 7 working days then please get in touch.

Tests order by specialists, hospital clinics etc

To get these results please contact the specialist or clinic who ordered them.

While we sometimes receive copies we do not always get them all and it is safer for you to get results directly from the person who ordered them as they know when they have received all the results they have ordered.

Messaging us via MYINDICI™

The portal should only be used for **non-urgent** matters.

To ensure that you receive timely responses please only use the portal for routine, non-urgent matters. Your portal message to us will be responded to within 7 working days unless your GP is on leave.

For anything requiring an earlier reply please phone the medical centre.

Fees

Usual fees apply for portal services.

There is a minimum fee of \$20.00 (subject to review) for responding to messages.

Fees for more complex services will vary based on time taken.

Technical Support

Please contact the practice in the first instance, either by phone (04 478-9858) or email (newlands@newlandsmedical.co.nz).

If we are unable to resolve your query we will refer it to the portal provider.