

## Terms and Conditions

**1. Payment for consultations is required on the day of consultation, including telephone and video consultations, which incur a normal consultation fee.**

- An account fee of \$10.00 will be charged for any account more than 10 days overdue
- There is a charge of \$30 for repeat prescriptions. These will only be issued for regular medications and if you have been reviewed by the doctor within the last 12 months, **72 Hours' notice is required for this service.**

***If you are unable to settle your account on the day of consultation, you must advise reception of this prior to your consultation.***

**2. Appointments - Making the most of your consultation**

- Our standard appointments are 15 minutes
- An additional fee will be charged for appointments longer than 15 minutes
- Follow-up consultations incur a standard appointment fee (no discount)
- Each family member should have their own appointment time
- It is your responsibility to diarise your appointment time as text reminders may not always be sent
- We require 4 hours' notice for any cancellation. Failing to attend an appointment will result in a cancellation fee being charged
- Please turn off your cell phone during consultation time
- Unexpected urgent problems or emergencies affecting other patients will sometimes occur and may delay the time you see your doctor. If you think you have been waiting too long please tell one of our receptionists
- Prioritise the things you wish to discuss
- Generally the Doctor can cover 1-2 things during your 15 minute appointment time

**3. ManageMyHealth (MMH) Patient Portal Registration**

- Must be 16 years and over
- Email address must be secure, private per person and not a family or shared email address
- I am aware that services provided via MMH incur fees and are subject to Courtenay Medicals standard payment terms.

**I acknowledge that I have read the above and agree with these terms and conditions**

**Signed: ..... Patient Name: .....**

***For office use only: Chart number***

--

## New Patient Questionnaire

The relationship between Courtenay Medical and a patient is built on trust, honesty and sharing of information. We kindly ask that you complete this questionnaire as much as possible, as this will help us to identify and serve your medical needs in the best possible way.

**NAME:** \_\_\_\_\_

**NHI:** \_\_\_\_\_

Please circle No or Yes where applicable

### Medications

Please list any medications you are currently taking.		
Are you allergic to any medications?	<b>No</b>	<b>Yes</b> (please list and specify type of allergy)

### Medical History

Do you have any long-term illness or disability? (E.g. heart disease, diabetes, asthma, depression, eczema etc.)	<b>No</b>	<b>Yes</b> (please list)
Have you been in hospital for any illness OR been treated at home for any serious illness?	<b>No</b>	<b>Yes</b> (please list)
Have you ever seen a specialist about a medical issue?	<b>No</b>	<b>Yes</b> (please list)
Apart from any illness referred to above, have you ever had any special tests? (E.g. gastroscopy, cardiograph etc.)	<b>No</b>	<b>Yes</b> (please list)
Have you, or your family, had any infectious diseases? (E.g. hepatitis B, hepatitis C, HIV, tuberculosis etc.)	<b>No</b>	<b>Yes</b> (please list)

### Family History

Have any of your blood relatives suffered any of the following? Please state which relative (i.e. mother, father, brother, aunt etc. and the approximate age of diagnosis of the illness) if your answer is yes.

Heart disease under the age of 65	<b>No</b>	<b>Yes</b>
Diabetes	<b>No</b>	<b>Yes</b>
Stroke	<b>No</b>	<b>Yes</b>

Asthma	No	Yes
Bowel cancer	No	Yes
Breast cancer	No	Yes
Other cancers	No	Yes
Glaucoma	No	Yes
Any other inherited disease	No	Yes

### **Lifestyle/Social Information**

Are you currently vaping?	No	Yes	With Nicotine? No/Yes/Yes and I want help to quit
Are you a current smoker of tobacco?	No	Yes	If yes, do you want help to quit? Yes/No
Have you ever smoked tobacco?	No	Yes	Year ceased smoking
Do you consume alcohol? <i>A standard = 330ml Beer (4% alcohol) , 100ml Wine (12.5% alcohol) and 30ml spirit (42% alcohol).</i>	No	Yes	_____ Standard drinks per day/week
Do you take recreational drugs? E.g. cannabis, heroin, party pills, methamphetamine, ecstasy	No	Yes	Yes (please list)
Do you have any children?	No	Yes	What year were they born?
Please list family members whom you live with			
Are you taking or using any contraception?	No	Yes (please specify)	
Do you currently have any home supports in place? (Eg personal cares such as showering, assistance taking your medications, blister packed medication)	No	Yes (please specify)	
Do you have a current Advanced Care Plan (ACP)?	No	Yes (please ensure we have a copy on file)	
Do you have an EPOA (Enduring Power of Attorney) in place?	No	Yes	If yes, please provide details

### **Female Patients**

When was your <b><u>last cervical smear test in New Zealand?</u></b>	Year:		
Have you ever had an abnormal smear or treatment to your cervix?	No	Yes (please specify)	
When was your <b><u>last mammogram?</u></b>	Year :		
Have you ever had a follow-up or treatment after a mammogram screening?	No	Yes (please specify)	

## Healthcare Online Consent Form

**ManageMyHealth™** (MMH) is a patient portal giving you access to your medical information online or via your mobile phone APP. It uploads specific medical information from our system to a secure web server. You can order repeat prescriptions, see laboratory results and make routine appointments.

### IMPORTANT

**PLEASE DO NOT USE MANAGEMYHEALTH™ TO COMMUNICATE ACUTE SERIOUS PROBLEMS TO YOUR DOCTOR.**

Phone the surgery for advice in the usual manner.

### ONLINE APPOINTMENTS

We encourage you to book appointments online. If you need longer than the standard 15 minutes please call and book a double appointment. **Please note you that you cannot book same day appointments online.**

### ROUTINE REPEAT PRESCRIPTIONS

Please allow 72 hours for this service. This service is only available for long-term medications. You will receive a text when the prescription has been sent electronically to your pharmacy. For urgent prescriptions, please phone the practice. Standard prescription fees apply.

### TEST RESULTS

ManageMyHealth™ is one of the ways of notifying you of test results. We also use texting and telephone. 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 MANAGEMYHEALTH™ INBOX SETUP.**

The 'Health Summary' option contains 'Lab Results' section. Your doctor's comments appear in a column alongside. Please read your doctor's comments and take any actions recommended. We will contact you if there are any abnormal results.

### TECHNICAL SUPPORT

If you have any problems with the website, please go to <http://www.ManageMyHealth™.co.nz/ContactUs> or email [support@managemyhealth.co.nz](mailto:support@managemyhealth.co.nz)

They are unable to see your information, as it is encrypted.

### TERMS AND CONDITIONS

- I am 16 yrs or above and I have read and understand the above information.
- I will use ManageMyHealth™ to check lab results & action the doctor's recommendations.
- I am aware that for acute serious problems I will call the surgery on 04 801 5228, or dial 111 in an emergency.
- I am aware that services provided via ManageMyHealth™ incur fees and are subject to Courtenay Medicals standard payment terms.
- I am aware that Courtenay Medical reserves the right to suspend my MMH account if I misuse this service.

Name: \_\_\_\_\_ DOB: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Email login for ManageMyHealth™: \_\_\_\_\_

*Email address must be secure, private per person and not a family or shared email address*

## New Patient Information Sheet

### Appointments - Making the most of your consultation

- Our standard appointments are **15 minutes**
- Each family member should have their own appointment time
- Prioritise the things you wish to discuss
- Generally the Doctor can cover 1-2 things during your 15 minute appointment time
- If you require extra time please let Reception know at the time of making your appointment
- It is your responsibility to diarise your appointment time as text reminders may not be sent
- An additional fee will apply for appointments longer than 15 minutes
- Follow-up consultations incur a standard appointment fee (no discount)
- We require 4 hours' notice for any cancellation. This must be done by calling the practice and please leave a message if you cannot get through to speak to reception.
- Failing to attend an appointment will result in a cancellation fee being charged

*Unexpected urgent problems or emergencies affecting other patients will sometimes occur and may delay the time you see your doctor. If you think you have been waiting too long please tell one of our receptionists*

**Payment for your consultation is required on the day of consultation, unless prior arrangements have been made. This included telephone consultations, which incur a normal consultation fee**

- Payment is accepted by Cash, Eftpos, Visa or MasterCard
- At the end of each month an account fee of **\$10.00** will be charged for any account overdue and a statement of account will be issued in these cases

### Interpreter Services

- We can arrange for an interpreter to be onsite during your consultation. An interpreter can also be on a call for phone or video consultations
- When booking your appointment please let us know if you need a translator and what language is required.

### Prescriptions - Three business days' notice is required for this service

- Repeat prescriptions should be requested using the patient portal Manage My Health unless an URGENT/SAMEDAY prescription is needed. Patients needing an urgent script must call the medical centre on 04 801-5228. Requests need to be made by 12.00pm to be processed that day
- The fee for an urgent prescription is **\$40**
- All prescriptions are issued electronically and are sent directly to the pharmacy of your choice
- Repeat prescriptions will **only** be issued for regular medications and if you have been reviewed by the doctor within the last 12 months
- There is a charge of **\$30** for repeat prescriptions

### Patient Portal – ManageMyHealth (MMH)

- Only standard 15 minute GP appointments can be booked online. For urgent/same day and all other appointments call Reception on 048015228
- Please **DO NOT** use the Update Contact Information Service to send messages. This is only to **be used for updating contact details. This is a no reply service and will not be responded to**
- Misuse of this service will result in the suspension of your account

### Email

- **NO** urgent messages should be emailed.
- Emails **cannot** be used for seeking appointments or medical advice. To do this please call Reception to make an appointment on 048015228
- Do not email if you need to cancel an appointment. Please phone the practice
- If there is a medical emergency, please call an ambulance, police or fire on 111

### Website

- Please visit our website on [www.cmed.co.nz](http://www.cmed.co.nz)
- This is updated regularly with all the latest health information as well as important patient notices

### Code of Conduct

- We will treat all people with respect and courtesy at all times
- We have a zero tolerance toward bad behavior. Anyone who is verbally or physically abusive or threatening will be asked to leave the premises immediately and may be de-registered from our practice

**Please advise us of any changes to your contact details or eligibility status.**