

## 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 full consultation fee being charged**
- **Our Clinicians are now using "Heidi"**, an advanced AI tool designed to assist with summarising consultation notes. If you would prefer not to have AI uses during your consultation please let your clinician know at the start of your consultation

***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 includes 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. **To avoid these fees** talk to our administration team, and set up a regular direct credit, to help clear your account.
- Please talk to our Administration team if you are having difficulty paying your account so we may assist you.

### Interpreter Services

- We can arrange for an interpreter to be on the phone during your consultation at no charge. An interpreter can also be booked to be onsite, but there may be a cost for this service.
- When booking your appointment please let us know if you need an interpreter 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/SAME DAY** 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 **\$42**
- 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 **\$32** 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 04 801 5228
- 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

### Test Results

- Once reviewed by your GP, most test results are posted to your Manage My Health patient portal where you can view them securely and conveniently. **Please do not switch off the automatic notification box in your ManageMyHealth inbox set up.**
- If results are abnormal or need action, your GP or nurse will contact you directly to discuss them - usually by phone or secure message.
- Common timelines:
  - Routine tests typically appear within 72 hours (3 days).
  - Biopsies or cervical cytology (smear) results may take 3- 4 weeks to become available.
- Please check your portal regularly. If you expect a result but haven't seen it yet, call reception (04 801 5228) and ask to speak with a nurse.

### 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 04 801 5228
- **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.**