

New Patient Information Sheet

Appointments - Making the most of your consultation

- Our standard appointments are **15** minutes
- We do also offer telephone consultations
- A **GP Triage** service is also available for urgent same day appointments. This is a 5-minute telephone consultation with a Dr. If the problem can be resolved over the phone there will be a \$30 charge, otherwise the Dr will make an appointment available on the day
- 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
- An additional fee will apply for appointments longer than 15 minutes
- 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

- Payment is accepted by Cash, Cheque, Eftpos, Visa or MasterCard
- At the end of each month an account fee of **\$8.00** will be charged for any account overdue and a statement of account will be issued in these cases

Prescriptions

- 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 **\$35**
- 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 **\$25** for repeat prescriptions
- **48 Hours' notice is required for this service**

Patient Portal – Manage My Health (MMH)

- Only standard 15 minute GP appointments can be booked online. For urgent/same day and all other appointments call Reception on 801 5228
- Please only communicate with your doctor using the Dr e-Consult 5 minutes service. There is a fee of \$30 for this service. Drs will not respond to general emails

Please remember that an email does not replace a GP or nurse consultation

- In some cases where your doctor has asked you to email them with information there will be no charge. They will advise you of this at the time
- 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

Email

- **NO** urgent messages should be emailed. We endeavour to reply as soon as we can but there may sometimes be a delay.
- 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
- This is updated regularly with all the latest health information as well as important patient notices