

## MEDICAL CENTRE

### OPENING HOURS

8.30AM TO 5.00PM  
MONDAY TO FRIDAY

#### SURGERY LOCATION

65 Scotland Street  
Roxburgh

#### CONTACT NUMBERS

Office Hours  
**03 446 8200** Please phone this number to make an appointment  
**Fax 03446 8948**

Email [admin@roxmed.health.nz](mailto:admin@roxmed.health.nz)

**AFTER HOURS NUMBER**

**027 493 2380**



**R O X B U R G H**  
**Medical Services Trust**

### AFTER HOURS SERVICES

We provide after house services for urgent after hours health needs. These services are provided by a nurse or doctor on call.

**To access this service, you need to  
call 0274 932 380**



The Roxburgh Medical Services Trust provides an emergency medical service out side of our normal medical centre hours. These services are provided either by a Doctor or a Specialist Nurse who is backed up by a Doctor.

Outside office hours charges are applicable between 12.30 and 1.30 daily and also from 5.00pm to 9.00am weekdays and in Weekends from 5.00 Friday night to 9.00am on Monday Morning. Public Holidays are also outside hours.

Our fee schedule for after hours charges is below:

After Hours Charges	Enrolled	Seasonal	Non enrolled
		Worker Temp Visitors	Residents
ACC Under 13 Years	\$ 0.00	\$ 0.00	\$ 0.00
ACC Over 13 Years	\$ 75.00	\$ 95.00	\$ 120.00
Home/Surgery Under 13	\$ 0.00	\$ 0.00	\$ 0.00
Home/Surgery Over 13	\$ 105.00	\$ 145.00	\$ 245.00

**Please note the following**

- 1) Enrolled patients are patients who are currently enrolled as a patient at the Roxburgh Medical Centre
- 2) Seasonal/Temp Visitors are those who are in the Teviot Valley for a short term, such as an orchard worker. This is at the discretion of the Medical Centre.
- 3) Non enrolled residents are those who use our after hours service, but choose to be registered at another practice. Roxburgh Medical Services Trust does not receive Government Funding for these community members.



**Questions and Answers.**

**Why are these fees much more expensive than visits during the day.**

The simple answer is that, this is a very expensive service to provide. We need to pay staff to be on call for all work outside office hours and the charges reflect our need to ensure that we can ensure we get a reasonable amount of income to provide this service. Fees gained do not meet the costs of providing this service and the Roxburgh Medical Services Trust heavily subsidises this.

**2) Why do non enrolled residents pay a higher amount?**

The reason for this is the Medical Centre gets funding for each **enrolled patient** and we are required to provide an after hours service for them. We receive no capitation funding for non enrolled patients and the increased charges reflect this. Patients who live in the Teviot Valley and choose to enrol for their medical services there must use the after hours service of the Medical Centre they are enrolled at unless it is a life threatening emergency or other special circumstance exist. They are paid to provide your after hours service.

**3) Does my Community Services Card reduce the Fees ?**

No, this card does not apply for outside hours charges.

**4) How do I reduce my charges?**

If you are not enrolled here, you can reduce out of hours call out charges by registering as a patient here which then means you can pay the enrolled patient rate which is considerably cheaper. Alternatively you could see after hours services from the Medical Practice that you are registered at.

**4) What if I can't pay ?**

You will need to come in and talk to us. In some circumstances we are able to allow this to be paid off. Please note that failure to pay this account will mean your case will be referred to our debt collection agency.

**5) Why doesn't ACC cover the whole charge for an Accidents ?**

ACC provides a subsidy towards the cost of providing the service, but we need to ask for a patient contribution which is higher when provided after hours.

**6) What do I do if I want to ask a question about my charges ?**

You need to contact us during office hours on 03 4468200.