

We are open:

Monday to Friday: 8.30am - 5pm

Doctors' hours at surgery: 9am to 4.30pm

Practice Nurse at surgery: 8.30am to 5pm

Closed: 12.30pm – 1.30pm for lunch

Clinics are held at the Nightcaps Medical Centre:

- Tuesday 9am to 11.30am
- Thursday 9am to 11.30am

Appointments can be made for Nightcaps by calling the Otautau Medical Centre, or call the Nightcaps Medical Centre direct on 2257820.

Standard appointments are scheduled for 15 minute intervals. It is usually only possible to deal with one problem in that time. If you think you will need longer, please book a longer appointment which will incur an extra fee.

After hours, weekends and Public Holidays:

For the doctor on call, ring the medical centre and a recorded message will give you the number of the doctor on call. Please note there are extra charges for seeing the doctor out of normal hours.

Remember – if it's an emergency

Dial: 111 and ask for an ambulance

Repeat Prescriptions:

Please contact the Medical Centre at least **ONE WEEK BEFORE** you run out of your medication.

Talk to one of our nurses to see if you need to see the doctor again, or can have a repeat prescription written.

We can fax your prescription to Winton Pharmacy or it can be picked up at the Medical Centre.

Prescriptions must be collected within 7 days.

Blood tests can be taken:

- Monday to Friday between 8.30am and 9.30am
- At other times by appointment

Blood tests are free for enrolled patients.

For non-enrolled patients there is a charge of \$6.00

Liquid Nitrogen:

Liquid Nitrogen this service is available at all times the surgery is open, please phone for an appointment.

Podiatrist:

Runs a clinic every 4 weeks at Otautau.

Please ring the Medical Centre for an appointment.

Prohealth Physio:

Rooms at the Medical Centre are open Tuesday and Thursday 9.00am to 2.30pm.

Prohealth can be contacted through the Medical Centre during these times, or you can call them on 0800 776 432.

Test Results Protocol

Test results are reviewed by the doctor, within one week if it is a blood test result, however this can take longer if it is a test coming from the hospital, eg. X-ray result.

Both normal and abnormal results may be of significance.

You will be contacted by phone, text or letter regarding your results. You may be asked to come in for a follow-up appointment.

If we have not managed to contact you but you want to know the results, please phone the medical centre on 03-225-8099 and ask to speak to a practice nurse. If you have had a blood test drawn, at the time the nurse will guide you as to how long the results will take to come back.

If you have any concerns, you as the patient, retain the right and responsibility to initiate further contact with the practice.

Enrolled Patients	UNDER 13 YEARS			13 YEARS & OVER		
	0-15 mins	16-30 mins	31-45 mins	0-15 mins	16-30 mins	31-45 mins
Community Service Card	Free	Free	Free	33.50	up to \$56.50	up to \$73.50
Full Fee	Free	Free	Free	33.50	up to \$56.50	up to \$73.50
ACC	Free	Free	Free	28.50	28.50	28.50
ACC Follow up	Free	Free	Free	23.50	23.50	23.50

Non-Enrolled Patients	UNDER 13 YEARS			13 YEARS & OVER		
	0-15 mins	16-30 mins	31-45 mins	0-15 mins	16-30 mins	31-45 mins
Community Service Card	33.50	37.00	43.00	57.00	up to \$72.00	up to \$90.00
Full Fee	33.50	50.50	61.00	73.50	up to \$85.50	up to \$99.50
ACC	30.00	30.00	30.50	47.00	47.00	47.00
ACC Follow-up	24.50	24.50	25.00	35.00	35.00	35.00

Follow-up Consultation fee	\$29.50	
Nurse Consultations enrolled patients	\$29.00	
Nurse Consultations non-enrolled patients	\$38.00	
After hours fees - Normal consultation plus	\$60.00	
Home visits, the appropriate consultation fee plus an extra	\$25.00	
Prescription fee without appointment	\$16.00	Fax fee: \$18.00

Payment of Accounts

All patients are expected to make payment at the time of their appointment.

Where payment is not made a booking fee of \$5.50 may apply.

If you have difficulty paying your account, please discuss it with the Receptionist or Practice Manager.

Debt Collection

Unpaid accounts will be sent to Southern Debt Collection and a debt collection fee will apply. Otautau Health Ltd reserves the right to request payment prior to an appointment, and to refuse non-urgent treatment to those persons who have a bad debt with this medical centre.

Failure to arrive for an appointment

Any patient who fails to arrive for a scheduled appointment, and has not cancelled it, will be charged \$15.50.

Complaints Procedure

Otautau Health Ltd strives to provide a high standard of care at all times.

If you feel that your care has not been satisfactory you are welcome to discuss it with our Practice Manager, Natalie Carran.

Or write to: The Manager, P O Box 100, Otautau 9641

Otautau Medical Centre

Cnr Chester & Main Streets
Otautau



PO Box 100

Otautau 9641

Fax: 03 225 8060

Phone: 03 225 8099



Like us on Face Book at Otautau Medical Center