

# **FAMILY DOCTORS – INTRODUCTORY INFORMATION**



**OPENING HOURS:** Family Doctors operates from three locations-

- **Pyes Pa, 8/83 Pyes Pa Road (Pyes Pa Shopping Centre) - Monday-Friday: 8.00am-4.30pm – Ph: 07 543 2221**
- **The Lakes, 1 Caslani Lane (Lakes Shopping Village) - Mon-Friday: 8.00am-4.30pm – Ph: 07 543 2229**
- **Brookfield on Otumoetai, 223 Otumoetai Road - Mon-Friday: 8.15am – 4.30pm – Ph: 07 570 2555**

Appointments outside these hours, Monday - Friday, can be made by prior arrangement.

**STAFF:** There are 13 GP's working at our 3 sites: Dr Andrew Corin, Dr Ngaire Ellis, Dr Brynn Ong, Dr Ruth Cameron, Dr Belinda Bartle, Dr Richie Boon, Dr Pooja Patel, Dr Andy Patel, Dr Stephanie Kramer, Dr Clare Duffett, Dr Mairead O'Byrne, Dr Joanne McKnight & Dr Fiona Whitworth. Our practice nurses are Alex, Sara, Jane and Rosie and Jae as our Health Care Assistants. Our receptionists are Mel, Zeld, Margaret, Lucinda, Jude, Jolene, Tracey & Sharyn. Our administrator & finance team are Michelle & Shisarna. Our Lakes Manager is Jo and Practice Manager is Debbie.

**APPOINTMENTS:** To make an appointment at a clinic, please ring our receptionist on one of the numbers above. You can select to be put through to Reception, Nurse or Prescription Line. Alternatively, we now have our patient portal available for existing patients to make appointments – visit <http://www.familydoctors.co.nz/> to register for this.

**AFTER HOURS:** - phone our usual number, listed above, which will be answered by a triage nurse at Homecare Medical (no charge).

Alternatively, you can visit Accident & Healthcare, 19 Second Ave, Tauranga (8am – 9pm). Some of their fees will be higher than ours.

**NEW ENROLMENTS:** We can enrol you if you are new to Tauranga and don't have a doctor, intend to use us as your regular GP and intend to reside in NZ for 6 of the next 12 months (minimum 183 days). You must provide either your **birth certificate or NZ Passport, as proof of ID – photo ID is required for everyone over age 16 years.** Parent/caregivers enrolling children under 16 years without a parent/guardian enrolment must provide full evidence of their relationship to the enrolling child – the child's and their birth certificate and (if applicable) mothers Marriage Certificate. If your name has changed and is now different from your ID, we will require evidence of this (eg- marriage certificate). Without these documents we are unable to process your enrolment.

**FIRST APPOINTMENT:** As soon as your notes arrive, we will contact you and ask you to make a New Patient nurse appointment, which will be up 15-30 minutes long (Cost: \$40). This will enable the nurse to go through your family history, measure your vital signs, etc. Once this is done, you may make a doctor's appointment as needed. **All new patients must have a nurse appointment before seeing the doctor.**

**LENGTH OF APPOINTMENTS:** A standard consultation is 15 minutes long. Appointments that run longer than this may incur an extra charge. If you require a longer time, or make an appointment for a Driver's Licence Medical, Insurance Medical, minor surgery or a special medical (eg for Diving) please advise the receptionist what your appointment is for, and she will allow the appropriate time.

**CASUAL APPOINTMENTS:** We encourage our patients to pre-book appointments as we may not be able to fit you in if you just turn up. People who are not yet registered with us ('Casual' Patients) may be given an appointment, strictly at the Doctor's discretion, but extra charges will apply.

**ENROLLED PATIENTS' FEES (standard consultation):**

Children 13 and under are free. 14-17yrs with a Community Services Card (CSC) \$13.00; No CSC \$38.00. Adults 18-24yrs with a Community Services Card (CSC) \$19.50 - Other Adults 18-24yrs \$49.50. Adults 25-64yrs with a Community Services Card (CSC) \$19.50 - Other Adults 25-64yrs \$57.00. Adults 65yrs+ with a Community Services Card (CSC) \$19.50 - Other Adults \$54.00.

Additional fees may be charged for consumable items such as liquid nitrogen, wound dressings, and nebulisers.

**A DNA (Did Not Arrive) charge** is incurred on almost every occasion, \$10 for children, \$15 for adults with a CSC, \$25 for adults without a CSC, if you do not arrive for your appointment or do not ring us at least 3 hours in advance. If you do not arrive for a **New Patient appointment** (with the nurse or Dr) the standard consultation fee will apply as the time allocated and lost, is double the standard appointment (our fee for this service is a single standard consultation fee).

**REPEAT PRESCRIPTIONS:** Select the prescription line option when phoning. We require 48 hours' notice for renewal of a prescription. The cost for this is \$25.00 (\$19.50 with CSC). If you require it in less than 48 hours an increased fee will apply. Almost all prescriptions will be emailed to the patients preferred pharmacy. Prescriptions ordered but not collected will still be charged for.

**TEST RESULTS:** It is our policy to only contact you if the results of any tests/procedures come back showing **abnormal** results. If you hear nothing from us, you can assume everything is normal. You are welcome to ring and speak to the nurse to check your results at any time.

**ACCOUNTS:** Fees are to be paid at the time of appointment; there is no arrangement for monthly accounts. Any amount unpaid at the end of the month (e.g., an emailed prescription) will incur a \$11 administration fee. The \$11 admin fee will be added monthly to outstanding accounts. If you find difficulty in paying your account, please speak to Shisarna our accounts administrator for help with automatic payments. **Bank account number:** For direct credit/internet banking is 06-0541-0823026-25

**WE WELCOME YOUR FEEDBACK AT ANY TIME – SEE THE 'COMMENTS' BOXES AT RECEPTION**