

Taupō Medical CENTRE



Patient Handbook

07 378 4080

117 Te Heuheu Street, Taupō, 3330

www.taupomedicalcentre.co.nz

Kia ora and welcome to Taupō Medical Centre

We have put together this welcome pack to give you information about us, our services and how we can work together to maximise your experience and health outcomes.

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About us

Taupō Medical Centre (TMC) has been a trusted presence in Taupō since the mid-1970s. Over the years, our team has expanded to include approximately 50 dedicated members. This group consists of General Practitioners, Nurse Practitioners, Nurses, a Clinical Pharmacist, Medical Care Assistants, Wing Coordinators, reception staff, administrators, and a leadership team. Each member plays a crucial role in delivering healthcare services to our community.

Our approach revolves around enabling our patients to take charge of their well-being. We are both proactive and responsive in our approach. Our aim is to ensure our patients have access to optimal healthcare options and to motivate them to take an active role in improving their health.

Where to find us

We're on the corner of Kaimanawa and Te Heuheu Streets, Taupō

Practice Address: 117 Te Heuheu Street, Taupō, 3330

Postal address: P O Box 242, Taupō 3351

Phone: +64 7 378 4080

Email: taupo@taupomed.co.nz

Website: www.taupomedicalcentre.co.nz

Facebook: facebook.com/taupomedicalcentre

Check out our website and Facebook page to

- Meet the team.
- See our list of fees and services.
- Get regular updates and information.
- Check out our career vacancies.

Business hours and after-hours care

Our clinic is open Monday to Friday, 8:00 am to 5:00 pm.

Should you need medical assistance beyond our usual hours, please call our clinic number. Your call will be automatically connected to a registered nurse from our afterhours team.

We have teamed up with Practice Plus, a virtual GP service that ensures access to doctors until 10pm every day. Register for this service at www.practiceplus.nz.

After hours weekend duty is shared between Taupō Medical Centre and Taupō Health Centre. If you require medical attention during the weekend, call on the day to secure an appointment.

After hours fees may apply.

Enrolment

Enrolling with us helps us to provide the best care we can and may allow us to access funding to subsidise your visits to the practice. To check if you are eligible for publicly funded healthcare you can go to www.moh.govt.nz/eligibility or ask our reception staff.

If you haven't enrolled, you will need to complete an enrolment form either in person or online at <https://taupomedicalcentre.co.nz/enrol/>. Parents can enrol children under 16 years of age, but each patient requires a separate form to be completed. If you are over 16 years of age, please complete and sign your own form.

If you do not visit us over a three-year period, your enrolment may lapse. We will contact you before then to confirm that you want to remain enrolled. Please take the time to sign the form and return it to us. That way we can continue to provide proactive care and your visits will remain subsidised.

Privacy

Your privacy is important to us. To learn more about our privacy policy, please refer to the Patient Health Privacy Statement available on our website or request a copy from reception.

The privacy statement will be included with your enrolment forms.

Accessing records for family members

The Privacy Act and Health Information Privacy Code do not allow us to disclose information to others, including family members, except in special circumstances (e.g. to a parent of a child). If you would like a family member to be able to access your health information or talk to your health provider, please complete an authority form available from reception.

Patient portal

MyIndici, our patient portal, is free to join and allows you to:

- Book appointments
- Order repeat prescriptions
- View your notes and results
- View and pay your account online
- Message your team
- Receive email notifications of results, messages and invoices

Please call or visit reception to setup your MyIndici account. The application is available on Android, iPhone and Desktop. You can also link family members under one MyIndici account. Please ask reception for more information.

We're doing things differently!

Demand on GP time continues to be a challenge for general practices across New Zealand. We have a limited GP resource so we're trying to work smarter to make the most of their time, avoid staff burnout, reduce wait times for appointments, and provide the best care to our patients.

What does this mean for you?

We have developed an integrated and collaborative approach to patient care, emphasising teamwork throughout. This ensures that you will be connected with the most appropriate team member to address your health needs effectively. Our GPs will be working at the top of their scope, supporting the team and dealing with matters that require GP input.

Some of your requests will require a consultation with a clinician. Our support staff will get in touch with you to arrange a suitable appointment, ensuring your needs are addressed.

Appointments

Our standard appointments are for 15 minutes. This includes time for your clinician to examine, diagnose, order tests, write prescriptions, organise referrals to other services, and update your medical records. This leaves around 10-12 minutes to focus on addressing the reason for your visit.

Making sure our clinicians have enough time and attention is key to offering the best possible medical care for all your health needs. Generally, this means only one issue can be addressed per consultation. For example:

- A review of your medication and a prescription will take one consultation.
- Any pain issue will take one consultation.
- Mental health issues need more than one consultation.

If you have more than one health concern or you think that your problem will take more than 10-12 minutes, ask for a double appointment when you book. This will get both issues addressed at one visit and avoid you having to rebook a follow up appointment to address your second issue.

Your clinician would love to have time to get to know you and build a trusting relationship with you, but often the time does not allow for this. If you are new to Taupō Medical Centre, we encourage you to book an introductory 30-minute appointment with your GP to establish that relationship and fully review your health history.

Tips for your appointment

- Coming prepared to your visit will help to make the most of the limited time with your clinician.
- Prioritise your issues and bring up the most important one at the beginning of the consultation.
- Know your symptoms, when they started or changed, what makes your symptoms worse or better, have you had them before, what was your date of injury, what you were doing at the time?
- Write down any questions you may have in advance so that you don't miss any during the consultation.
- If your clinician completes an Off Work, ACC or WINZ Certificate for you, book a follow up for when your certificate review is due.

We have your best interests in mind and want to prevent any loss of your benefits or ACC payments. A little planning ahead can make all the difference in avoiding this situation.

We are unable to provide same day appointments for certificate renewals.

Routine appointments

If your health need is not urgent, please book a routine appointment in advance. You can do this either via our patient portal, visiting reception or by phoning the practice.

Virtual consultations

For your convenience, we also provide virtual consultations through both phone and video. You may be surprised by how effectively we can assist you without requiring an in-person visit to the clinic.

Please ensure you choose your preferred appointment option at the time of booking.

Same day appointments

If you have a health concern that can't wait for a regular appointment, please call the clinic and request a same-day appointment. Initially, a clinician will call back the same day to discuss your health issue and guide you through the necessary steps. This might involve scheduling an in-person visit, going to the lab, or directing you to the emergency department. They may be able to complete the consultation over the phone to spare you the need to come in.

If an in-person visit is needed, the clinician will arrange this with you over the phone. If your situation requires a same-day visit, you'll only be charged for that one appointment.

We work hard to manage our urgent care and all patients are assessed on a case-by-case basis. Patients with the most urgent need will be prioritised so you may experience delays, even if you were given a specific appointment time.

Please be patient and check in with reception if you have any concerns or your condition worsens.

Other types of appointments and services

Our services, include:

- Immunisation clinics
- Cervical smear clinics
- Diabetes clinics
- Medicals, including drivers licence medicals, employment and immigration medicals.
- Minor surgeries
- Pre-travel consultations, including vaccination advisory and administering. These appointments should be booked well in advance of travel to allow enough time to order and administer vaccines.

For a list of the services we offer, please see our website www.taupomedicalcentre.co.nz/services.

Please note that many of these services incur additional fees.

Wait Times

If you are in the waiting room for more than 30 minutes, please check in with reception to make sure you haven't been missed.

If your appointment is a same day appointment your wait may be longer due to patients being prioritised based on urgent need. If your condition worsens, please notify reception immediately.

Wait times for a routine appointment

We are always striving to reduce the wait time for an appointment. There are many things that affect this including patient demand for appointments, staff leave and illness. We regularly post our wait time stats on our Facebook page to keep you informed.

Wait Time Tips

- Try having a virtual consultation —they may provide earlier booking choices.
- The best thing you can do is plan ahead and book well in advance.
- Consider seeing another clinical member of our team.
- If your need is more urgent, please contact us by phone, see above under **Same day appointments**.

Prescriptions

Planning ahead is important when ordering a repeat of your regular medications.

All long-term medication requires regular monitoring to ensure you remain safe and your medication continues to be effective. We follow best practice guidelines and may contact you to book in a medication review or request updated lab tests prior to processing your prescription request.

In some cases, you may receive advice that a review is required before your prescription is granted. To secure a suitable appointment with your preferred provider, we recommend proactive booking, rather than waiting until the last minute and discovering appointment slots are fully booked.

Prescription Tips

- We recommend requesting your prescription before you start to run low. This provides the opportunity for us to schedule an appointment, if needed, before your medication repeat is due.
- Prescription requests can take up to two business days to be *sent* to the pharmacy.
- Check the pharmacy label before you order, you may have repeats left at the pharmacy
- Prescription ordering can be conducted through the MyIndici patient portal.
- If you prefer to order over the phone or in-person at reception, we recommend having a list of all your medications. *You can request your current long-term medication list from your pharmacy or reception to help with this process.*

Results

We do not routinely phone patients to advise results within normal ranges. If you sign up to the MyIndici patient portal, you can instantly view your own results and see any comments noted by your clinician.

Someone from the practice will contact you to discuss results outside normal ranges or you may be asked to make an appointment to discuss them.

When you're asked to have a blood test, this will be done at Pathlab Taupō, located behind our clinic.

Results can take a few days to come through to us, depending on the test involved.

Proactive care

We believe that health and well-being encompass more than just medicine. As we address your health needs and determine the best treatments, we'll also take into consideration your environment, diet, social connections, and emotional well-being. Our proactive approach aims to empower patients, enabling them to take charge of their health and actively work towards improvement.

Immunisations

Most immunisations are funded and free for the patient, for example:

- Childhood immunisations
- Influenza (Flu) vaccinations for patients over 65, pregnant women, and patients with certain health conditions. Check with your nurse whether you are eligible for a free flu vaccination.
- Covid-19 booster vaccinations for ages 30+
- HPV vaccination for ages 9-26 for all genders.
- Adult tetanus vaccinations at age 45 and 65.
- Shingles vaccination at age 65.

Women's Health

- Free, regular cervical smears for women aged between 25 and 69.
- Regular mammograms for women aged 45 to 69. If you're new to the area you may need to enrol in this region's Breast Screening service. You can call 0800 270 200 or sign up online at: <https://www.timetoscreen.nz/breast-screening/sign-up/>

Other monitoring

- Cardiovascular Risk Assessments (CVRAs) to assess your risk of heart issues.
- Blood pressure monitoring
- INR monitoring
- Diabetes monitoring

Long term conditions and Health Plans

Our knowledgeable long term conditions team specialises in supporting our long-term conditions patients.

Do you suffer from one or more long term conditions, e.g., diabetes, respiratory illness, or heart disease? We can work with you to put together a health plan for managing your condition/s and support you to set yourself some health goals. We can offer two visits per year for this free of charge.

We also encourage our diabetic patients to have a free annual review of their condition so we can monitor symptoms and manage care.

Community based services

We team up with, and may refer you, to other community organisations to support you on your journey to better health. These organisations include Pinnacle Midlands Health, Tūwharetoa Health, Manaaki Ora Stop Smoking Service, and other allied health services such as physiotherapists.

Health Improvement Practitioners

Health Improvement Practitioners (HIPs) are health practitioners that are part of our general practice team. They are trained to support you with stress, anxiety, depression, pain management, sleep, diet, exercise, addiction, grief and relationships.

- You can book a free 30-minute consultation with a HIP via reception or by speaking to your clinician.
- You will be able to follow up with the same practitioner.

Accounts

Payment is expected on the day of service. There are several ways to pay us:

- EFTPOS or cash in the surgery.
- Via the MyIndici portal. Go to your Account page and fill in appropriate details.
- Direct into our bank account – 02-0428-168090-025. Include your full name and your NHI in the particulars so we know who to allocate the payment to.

We will also accept automatic payments for those that may struggle to pay their bill in one payment. Please talk to our reception or accounts staff if you would like to set up this type of arrangement.

For a list of our current fees, please visit our website www.taupomedicalcentre.co.nz

Complaints, feedback and surveys

We value your feedback as it gives us the opportunity to improve the services we provide. There are several ways you can get in contact:

- You may receive a text following an appointment asking you to give feedback on our patient survey. Please remember this feedback is anonymous so we are unable to respond to you as we cannot see who posted the feedback. Please let reception know if you do not wish to receive feedback text messages.
- Email us at taupo@taupomed.co.nz with your feedback or concerns. Complaints will be forwarded to our complaints department for follow up and investigation.
- You can message us through our website contact page:
<https://taupomedicalcentre.co.nz/contact/>
- We have feedback forms and a box in our waiting room (near the front double doors). This is checked regularly and passed on appropriately.

Your rights

The Code of Health and Disability Services Consumers' Rights outlines the rights of consumers when accessing health and disability services. More information can be found at <https://www.hdc.org.nz/your-rights/> or see the posters in our waiting room or information on our TV display.

The Health and Disability Commission also offers a free independent advocacy service for patients and can be contacted via their website <https://advocacy.org.nz/> or on 0800 555 050.

We look forward to working with you for better health outcomes.

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Check out our website for more information about us and our team of health professionals.

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