

## CHANGE TO SERVICES – PATIENT INFORMATION

Pukekohe Family Health Care is working hard to keep our community and staff safe during COVID19.

Please note the following changes of how we will be providing care:

- No walk- in appointments will be provided **unless a medical emergency**
- Appointments can only be made through ringing the practice (portal bookings closed)
- All appointment requests will be triaged and where possible completed over virtually.
  - If you do need to be physically seen at the practice – we can still arrange this
- Appointments for non-urgent services will be postponed until a later stage.  
Please ring the practice and ask us if you are unsure.
- All scheduled childhood and adult immunisations will continue as normal.
- All non-urgent procedures such as routine smears will be deferred – we will contact you if you need to be seen
- All future prescriptions will be faxed to your pharmacy – please let us know who that is when you order a repeat prescription

**There is no risk of shortage of medications.** Please do not contact the practice requesting early prescriptions in advance, this puts additional pressure on our staff and pharmacies.

### Things you can do, to help us help you:

- We are experiencing a heavy demand of calls in to the practice. Please be patient. If your enquiry is not urgent – it may take us a little longer to get back to you.
- If you have not already done so, all patients over 16 years old please register with the Practice Portal.  
Follow the instructions on our website to register.  
By doing this you can:
  - Check your own lab results once your GP has released them
  - Request repeat prescriptionsThis means our phone lines are free for more urgent enquiries.
- For COVID19 Enquiries – PLEASE contact Healthline number first, they are working hard to answer your calls as quickly as they can.
- Please check when you are due to run out of medications and contact us **at least 10 days before hand.**
- If you know you are allowed a repeat prescription without being seen – please request this via the patient portal where possible.

Our practice staff are working hard to ensure we can continue to provide you with the health care services required during this time. Please be patient and contact us as early as possible.

Thank you from the PFHC Team.