

NEW PATIENT INFORMATION

Complete care,
when and where
you need it.



Pukekohe
Family
Health
Care+

Excellence in Clinical Care and Customer Service

Pukekohe Family Health Care has been providing health care to families in the Franklin Community since the 1940s. The facilities are purpose designed to provide our patients with the highest standards of primary patient care and general practice.



Medical Director
PFHC Director
Lead Nurses

Patient Manager
Support Services Manager

Dr Aileen Elborough
Dr Selina Green
Margaret Matchett
Merrin Newlyn
Mel Hodson
Yvonne Wright

Address
Postal
Phone
Fax
Email
Web

Pukekohe Family Health Care

10 West Street, Pukekohe 2120
Private Bag 15, Pukekohe 2340
09 237 0280 (including after hours)
09 238 3377
contact@pukekohehealth.co.nz
www.pukekohehealth.co.nz

Address
Phone
Fax
Email

Newsham Park Surgery

41-45 Twomey Drive, Pukekohe 2120
09 237 0280
09 238 4791
contact@pukekohehealth.co.nz

Kia ora Welcome



We are Pukekohe Family Health Care, a team of doctors, nurses and health professionals who strongly believe in the philosophy of “continuity of care”, namely that all patients should have a family doctor.

We believe that developing a close relationship, preferably with one doctor and their supporting staff, we can get to know you and your medical history, your personality and lifestyle sufficiently well to treat you appropriately, to guide you in making healthy life choices, and to work with you to make decisions to benefit a healthy lifestyle.

A Specialist Suite, where we have a number of visiting Specialists running clinics, is also situated at West Street. Clinics provided include:

- Gastroenterology
- Respiratory
- Plastic Surgery
- ENT
- Urology
- Orthopaedics
- Cardiology
- Gynaecology
- Ophthalmology
- Rheumatology
- Dermatology
- Retinal–Diabetes
- Podiatry
- Geriatrics





Services offered at Pukekohe Family Health Care

DOCTORS & GENERAL MEDICAL SERVICES

- Evening appointments
- Saturday morning appointments
- Medicals/Insurance medicals
- Well men and well women checks
- Immigration medicals
- Variety of sport medicals
- Pre-employment medicals
- Driving license medicals
- Fracture clinic appointments
- Minor surgery
- Simple removals
- Incision and drainage
- Punch biopsy
- Nail wedge resection
- Insertion of intrauterine devices (and removal) Jadelles, Mirena IUD
- Skin cancer checks

NURSING TEAM CLINICS

- Aclasta/Ferinject
- Diabetes
- Ear
- Respiratory
- Travel
- Women's
- Wellness (mental health)

NURSING TEAM OTHER SERVICES

- Immunisations
- Dressing/Wound review
- ECG
- Spirometry

CHILDREN'S CLINIC (Little Feet)

- Monday to Friday



Sign up to our Patient Portal

- ✓ **BOOK ONLINE**
- ✓ **REQUEST PRESCRIPTIONS**
- ✓ **CHECK RESULTS**
- ✓ **SEE YOUR CONSULTATION NOTES**

Our Patient Portal is a completely secure and convenient online tool to help you manage and keep track of you and your whanau's health information, 24 hours a day – 7 days a week.



SIGN UP at reception. You must be 16 years or older and have a valid email address. (1 email address per person).



CONFIRMATION You will receive a confirmation email from ConnectMed in your Inbox.



SIGN-IN to your Patient Portal account to access all your health information: book appointments; access your clinical notes; access your lab results; request repeat prescriptions.



CHILDREN If you only have 1 email address for all the family and would like to book an appointment for a child under 16 years, click on the **Family Member Box** to allow you to book an appointment with your registered GP.

It's safe and so easy to use, and a great way to keep tabs on your health information, wherever and whenever you need to.

For more information visit www.patientportals.co.nz

What you need to know to make your journey easier



BOOKINGS Please book your appointment in advance if you wish to see a specific GP as they can become fully booked very quickly. Sign up to our Patient Portal.



APPOINTMENTS are 15 minutes - please let reception know if you think you may require more than the 15 minutes (an extra fee will apply). Usually 1 or 2 conditions can be dealt within the 15 minute time slot.



ACUTE DEMAND CLINIC Available for urgent on the day medical issues. This clinic is not intended for medical certificates, form filling or long term condition discussion. (Phone first as walk-in fees may apply).



PAYMENT Please pay on the day unless a prior arrangement has been made. A 10% administration fee will apply for all services not paid for on the day. (Debt collection fees will apply if referred).



DNA (Did Not Attend) If you are unable to attend your appointment (funded or private) with either the doctor or nurse, please advise us at least 1 hour prior. (A fee will apply for not advising).



Patient Information

Prescriptions

Order your prescription in advance, as it can take up to 48 - 72 hours for your script to be available. Repeat prescriptions will only be available if there is an agreement between your GP and yourself. This needs to be documented in your notes, so please make sure that you discuss this with your GP and that they document it. If no agreement is noted then a one month script will be given as a stop-gap. There is a charge for these prescriptions. You can order a script via the patient portal or by ringing in.

Laboratory Results

Our policy is to contact patients with significant results as soon as possible. It is not our policy to contact patients with normal results unless specifically asked by patients to do this.

You may receive your results by:

- Patient Portal
- Text (if you have provided a mobile number and that this has been agreed by yourself)
- Email
- Phoning in and requesting the nurse contact you with your results

Patient Portal

The portal is an easy, safe and secure way to manage more of your health care. We offer the ability to manage your bookings, e.g. GP; FLU CLINIC; EAR CLINIC; WOMEN'S CLINIC; NURSE PRACTITIONER.

- **BOOK ONLINE**
- **REQUEST PRESCRIPTIONS**
- **CHECK RESULTS**
- **SEE YOUR CONSULTATION NOTES**

Enrolment

It is easy to enrol - complete the enrolment form in the pack (one per person). If you are not NZ born then please provide your passport and visa. Once enrolled we will request your medical records from your previous NZ GP. For patients over 25 years a new patient appointment will be your first appointment. This is with the nurse first and then with the GP. This gives you an initial assessment and ensures that the Doctor has your clinical history and medication loaded into our system prior to your appointment. There is a one-off charge for this.

Fees for health care

Being eligible gives a person a right to be considered for publicly funded health or disability services (i.e. free or subsidised). It is not an entitlement to receive any particular service. Individuals need to meet certain clinical and other assessment criteria to receive many of these subsidised services.

Why do some practices charge more than others?

The funding we receive is based on various Government criteria including ethnicity, location and services offered. The more funding a practice receives from the Government the lower the fees offered.

We provide reduced fees for CSC cardholders. Please talk to reception or your clinical team for further information.

Why is ACC not free?

Once your ACC claim has been submitted then it will either be accepted or declined by ACC. If ACC accept then they will pay a subsidy towards the cost of some but not necessarily all of your treatment. In the case of GP consults, it doesn't cover the full cost of the consultation so there is normally a co-payment required.

Appointment costs

Our standard consultation charges are displayed on our boards in the reception areas. Fees cover normal consultations. However, there will be additional charges for extra time, nursing services, materials, doctor procedures done in the clinic, specialist equipment used and other specialist skills. It is sometimes necessary to come back to discuss the same injury or condition with your GP. In most cases the consultation takes the standard appointment time and therefore their usual fee will most likely apply.

Our terms of payment

- We require payment on the day at the time of consultation.
- If visits are not paid for on the day, a 10% administration fee will be added to your account for each visit you do not pay on the day.
- Debt Recovery costs may be added to your account if incurred.

How to pay

In Person

By cash, cheque or EFTPOS at Pukekohe Family Health Care.

Via Internet or Telephone Banking

Please include your full name and/or invoice number as reference for your payment.

Account Name: Pukekohe Family Health Care Limited

Account: 01-0403-0071145-05

Bank Details: ANZ, Pukekohe

By Post

Please make cheques payable to: Pukekohe Family Health Care Limited and post to:

Pukekohe Family Health Care Ltd
10 West Street
Pukekohe 2120

Please write down your full name and/or invoice number on the back of the cheque.

Do not post cash. Receipts will not be issued unless specifically requested.

If you are struggling to pay please talk with reception or our Accounts Department who will work with you to agree a payment plan.



Your comments help us improve our services to you

Here at Pukekohe Family Health Care we welcome your feedback.

- What have we done well?
- What can we improve on?

If you wish to give us a compliment or a complaint please contact us
either by phone (09) 237 0280 or by email contact@pukekohehealth.co.nz



At Pukekohe Family Health Care we believe that...

- Patients and staff will always treat each other with courtesy.
- Personal privacy and dignity is respected and we do our best to communicate well and in good time.
- We maintain high standards to avoid the spread of infection, please ask for help.
- Personal details are kept confidential and systems, which may seem inflexible, ensure this will happen.
- Patients are provided with a clear explanation of their healthcare issues, and any treatment required.
- Where necessary, patients will be referred to a relevant specialist for their medical condition.
- Any complaint will be dealt with promptly.
- A high standard of hygiene is maintained at the practice at all times.



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