

January 2023

## To our valued patients at Counties Medical GP Clinic – Best Wishes for the New Year

The GP Clinic will be emailing you with updates that will help you manage your care needs with us. With our high phone call volume, we want to provide information via email that may help you instead of phoning the clinic. There is additional information about the GP clinic on our website – [www.countiesmedical.co.nz](http://www.countiesmedical.co.nz)

### Appointments

- *We currently have GPs on leave over the holiday period. If you require a face-to-face consult please ensure to ring reception to book your appointment early to assist you to get the date you require. We still have phone appointments available through our MMH portal. Please **DO NOT** email the nursing team or sent messages through the portal to make your appointment.*
- *If you have an appointment and develop any covid symptoms or are covid positive, please contact the clinic prior to your appointment so alternate arrangements can be made. **Masks are still required to be worn in the medical centre as per the Ministry of Health Guidelines.***

### Register and activate into our patient portal – it makes life easier for you

- Enrolling and activating onto our patient portal ‘Manage My Health’ is the easiest way for you to **request repeat prescriptions and check up on any lab results**. When requesting a script this way don’t forget to tell us which pharmacy you want us to send it to for your pickup. *You are currently able to book phone consults through the MMH portal.*
- To enrol on the portal, go to our website

### Nurse appointments

- We are now doing immunisations, cervical smears, liquid nitrogen and drivers medicals.

### Prescription requests

- For any non-urgent script requests, we will contact you within 3 working days.
- Urgent scripts (those within 3 working days) incur an additional \$5 surcharge.
- We recommend you enroll in our patient portal to request your scripts.

### Help you may need

- COVID -19 health advice and information can be found by contacting Healthline on 0800 358 5453
- If you are isolating at home with COVID the helpline for you is 0800 68 76 47
- COVID Vaccination information can be found by phoning 0800 282 926
- For help with anxiety, depression or mental well-being text or phone 1737, website [www.depression.org.nz](http://www.depression.org.nz), Mental Health Crisis phone number is 0800 800 717

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### Test results

- We do not contact you if your test results are within normal range. This is because of the large volume of calls. If your test result requires any further follow up by the GP, the GP may request the practice nurse to contact you.

### Phoning the nursing team

- Due to the high volume of calls we are receiving; we are prioritising the calls. We will endeavour to contact you within 24hrs during the week. Please leave your name, contact phone number and a brief message

### Paying your bill

- You will be sent an invoice with information about how to pay if you had a phone consult or you can pay directly via our website

Ngā mihi,

Your GP Clinic team

