



Counties Medical

Integrated Health

• FAMILY HEALTH • URGENT CARE A&M •

TE TUMU HAUORA • THE FOUNDATIONS OF HEALTH

www.countiesmedical.co.nz

URGENT CARE

Counties Urgent Care – 6-18 O'Shannessey Street, Papakura

09 299 9380 ext 200 reception@countiescare.co.nz **8am – 8pm 7 days**

NEWLY OPENED TAKANINI SITE 2 TE NAPI DRIVE WAIATA TAKANINI

09 299 7670 reception@countiesmedical.co.nz **8am—8pm Monday to Friday**

Patient Update—Latest News

Our **Urgent Care** is to provide you with treatment for an accident where you have an injury or an illness that requires urgent medical attention but is not serious enough to warrant a visit to the public hospital emergency room. We do however, regularly transfer people by ambulance to Middlemore Hospital if their condition is serious enough or deteriorates and a hospital admission is necessary. Keeping you out of hospital is our aim wherever possible.

At Counties Medical we have highly trained Doctors and Nurses and all medical equipment to provide rapid and varied emergency care for sudden and acute illness or as a result of injuries from accidents—**you are in good hands at Counties Medical.**

So we can look after you if you—

As per MOH guidelines—YOU MUST STILL WEAR A

- Have an accident where you have an injury to any part of your body or: **MASK INSIDE THE CLINIC**
- Are unable to get into your own GP and you have an urgent or acute medical problem that can't wait until you can get an appointment with your GP.

When your GP is closed, we do provide an after hours (after 6pm and on weekends) medical service. This is still intended for urgent or acute problems where you need medical attention now rather than waiting 1– 2 days to see your GP.

Urgent Care is *not* a family doctor to see about ongoing non urgent long term medical conditions, repeat prescriptions, routine blood tests, referrals to specialists or non acute surgical issues. This is the reason that the Doctor may refer you back to your own Family GP for specific tests, follow up or referral to other medical / surgical specialists once they have treated you for your immediate medical problem.

- **The Counties Urgent Care in Papakura is open from 8am till 8pm 7 days a week. This is an earlier time than our normal 10pm due to the high patient volumes recently and staffing affected by COVID.**
- **Our new site located in Waiata Shores Takanini at 2 Te Napi Drive Takanini is open 8am to 8pm Monday to Friday (this brand new site replaces our old noe permanently closed site at 106 Great South Road.)**

The most urgent patients are seen first—You do not need to make an appointment to see a Doctor in Urgent Care. We do use a 'triage' system to assess and screen patients—**this means we must prioritise those people with the most urgent or serious medical needs.** For example heavy bleeding, chest pain, head injury or breathing difficulties. This means that you *may not* be seen in the order you arrive. We have a duty of care to ensure we provide urgent medical treatment immediately to those whose life is in danger or whose health could deteriorate very quickly due to the nature of their illness or injury. This means you are seen in priority of condition, NOT in the order you arrive in the clinic.

Wait times vary depending on the number of patients and the seriousness of the conditions. We greatly appreciate your patience and understanding when this occurs—one day it may be you or your loved one who needs this priority medical attention. Wherever possible we have the maximum number of Doctors on when we know wait times are long . We also list on the Board at front reception the current wait time at Middlemore Hospital Emergency Department (ED) This way you can see very clearly what this wait time would be should you choose to go there. Wherever possible, we endeavor to treat you here and only send you onto Middlemore if absolutely clinically necessary.

Urgent Care also holds a fracture clinic twice a week—Tuesdays and Thursdays —for checks, removal or replacement of plaster casts for broken bones.

Fees & Charges

We are a privately owned company that gets limited or subsidised funding from the NZ government during business hours and after hours—unlike the District Health Boards i.e. Middlemore Hospital, that is fully funded at all times.

We therefore still need to cover our costs of staffing, equipment, medical supplies and operational costs to continue to support the care and services we provide to you. This is the reason we set the patient fees the way we do—depending on how much of a subsidy we receive i.e. Subsidised, Part Subsidised, Not Subsidised.

All fees and charges are displayed at reception and in the waiting room. Payment is required **before** you are seen.

For **all accidents**, you will be asked to complete an ACC45 form. We make claims to **ACC** which pays for *some* of your treatment but not all, hence a reduced fee, or 'co-payment' for you to pay.

If you have a **Community Services Card or High User Health Card** and present this at Reception, you will pay a reduced fee. Make sure your cards are up to date to receive this cheaper charge.

Non NZ Residents—There is a separate charge for Non NZ Residents as we receive no subsidy. If you have a current work visa for 2 years, you are entitled to paying the regular Urgent Care fee. We do need to see your Visa.

For Non NZ Residents there is an additional charge if you have specimens taken that need to go to Labtests for testing.

Counties Medical has a ZERO TOLERANCE to patients and visitors threatening, swearing at or abusing staff. Our staff are here to help you. Please treat our staff with respect and courtesy. Staff have a responsibility to report abusive or threatening patients and / or their family—security or Police will be called and you will be removed from the building—and you can be formally trespassed from our Counties Medical clinics. Security Guards operate on site during opening hours

Information for you in the Waiting Room

- Code of Consumers Rights— You will see posters and pamphlets that explain about your rights when seeking healthcare. Feel free to take a pamphlet if you wish or read the information while you wait.
- Complaints—Pamphlets provide you with information about how you can make a complaint about the treatment you receive should you wish to do so.
- Posters with the Counties Medical logo headed 'Important Information for all Patients' are at reception and on the walls. Take the time to read this as it helps you and us to provide the best care & service.

Your feedback

One of the best ways for us to review and improve on the service we provide is by way of **your feedback**—both positive and negative. You can do this in a number of ways -

- Email your feedback to reception@countiescare.co.nz
- Use the feedback option on the new look website

Counties Medical has a
GP Clinic

At Papakura & Takanini
If you would like to enroll as a patient, please ask at Reception for a new patient pack and the forms to complete.

Ask for a chaperone.
You can have a

Support Person

with you for any examination in the Urgent Care.
This can either be a family member, a friend or a staff member.

The Counties Medical
Website -

You can find information about both the Urgent Care & GP Clinic on the website

www.countiesmedical.co.nz