



240 Mazengarb Road, PO Box 262, Paraparaumu.

Keeping up to date with what is happening at Coastal Medical Rooms

Coastal Medical Rooms completed its reaccreditation with the College of General Practitioners.

It is an excellent process which enables us to look at how we could improve and grow, as well as acknowledging our strengths in providing our health services.



What does this mean for you—it confirms that all our services meet the high quality standards set by the program. It recognizes that we are continually working to improve the quality of everything we do

Travel Consults



We have a specialised Travel Doctor and Nurse . If you require this service you will need to firstly book with our travel nurse who will assess your travel needs. Cost \$60 for single /\$80 for a family. If you require yellow fever or malaria vaccines or have a child under 11 travelling with you, this will require a Doctors appointment. Cost \$82 single / \$120 Family. Please advise reception of the above when booking.



Where and **when** you are travelling - this is **very important** .Please advise reception at the time of booking.

What to bring with you at the time of your appointment :

Any past travel vaccinations history .

Flu Season is upon us

Vaccines are a little later arriving than in previous years, and should be available by April. Please ring the surgery to book into one of our flu clinics. This years vaccine includes

- ◆ Michigan HINI
- ◆ Singapore N3NZ (new strain)
- ◆ Phuket 2013 (new strain)
- ◆ Brisbane 2008 .



It is free to 65 years and over and to all who have chronic conditions

The cost to non funded patients is : Adults/Children = \$35.00

Shingles Vaccines

This is now funded from 1st April to 65 years and over. We will be running **seperate clinics** for this vaccine as it is not a seasonal requirement and has many contraindications that need to be discussed fully with a nurse/ Doctor beforehand. We will be running clinics for this vaccine around June/July.

Specialised Services :

Dr Steinfeld has qualifications in Dry Needling which has proved to be very popular with patients. She prefers to see her patients prior to assess whether this form of treatment is appropriate for them. Charges are extra to a normal consult charge and leaflets are available with costs etc.

Dr Zwart specializes in “womens health” such as mirena insertion, family planning, sexual health. Sexual health consults are free for people under the age of 19 years . Your privacy is guaranteed.

Waiting Times

We will do our best not to keep you waiting, but sometimes the people before you may have had an urgent or complex problem that may delay the doctor. We thank you for your patience.

Patients have asked that reception ring and advise them that a Dr is running late. We actually do this now but cannot always judge the correct time to tell you when to come down. The reception team do their very best to minimize your wait time.



After Hours Calls

While we can't open 24hours/7 days a week, we do appreciate that our patients can still require our service. If you need attention after hours just call our usual number 9029200 and you will be connected to our after hours triage service You will speak to an experienced triage nurse who will initially assess your needs and if necessary arrange for you to see a local GP who is on the roster or if after 11pm refer you to Kenepuru ED. We share a roster for after hours care with a large number of local Kapiti GP;s. **Please don't hesitate to call when you need us on 9029200.**



Manage My Health

The practice is now actively involved in registering our patients in the “Manage My Health “ portal. This enables patients to book their own appointments with their GP, look at results and order repeat prescriptions all on line. (Normal script fees apply to this service) .

If interested please ask at reception for a registration form, the only thing you will need to have is your own separate email address, a family one cannot be used.

Other services will become available in the near future.



Credit Policy

Payment is required at the time of service. We accept eftpos, credit cards, cash and on line payments. Accounts not settled by the end of the month will incur a \$5 statement fee. Overdue accounts can be forwarded to a debt collection agency at the patients expense.. If payment of an account becomes a problem for you we have payment options such as AP's that can be setup to pay your account off weekly/fortnightly

. Please don't hesitate to ask.



Appointments/Tūranga

Please remember **Appointment times** are in 15 minute slots. If you are coming with more than 1 or 2 things to discuss with your GP you will need to ask reception to book you a double appointment otherwise your GP may ask you to make another appointment as there is not enough time in the 15 minutes to cover all your concerns. It is much more cost and time effective to make a double appointment,

Please advise reception if you need a **drivers medical** as this requires a nurse and doctors appointment.



Appointments with the nurse

Due to the increase in demand for nurses their workload has increased, so to ensure they they can give you the attention you require please **book an appointment with them.**

For results, or forms needing to be printed etc, please ring reception and they will put you on the nurses call list, They will endeavor to call you back by the end of the day. Reception staff do not have access to results etc.



ACC Consults : These consults are only partially cover by ACC and there will be a surcharge to pay .

Adults = \$43.00 13-17 years = \$22 and under 13 is free.

There is a normally a \$10 nurse dressing charge.

Important request from reception

Please **always** check in at reception on arrival at the rooms for your appointment to see a Doctor or nurse. If we are busy please wait or come back to reception to let us **know you are here.** The Doctor will not call you if you have not been arrived on our computer system.

So please **“CHECK IN”**

Noise Levels :

The waiting room is a very busy area, where there are sick patients waiting to be seen.

Please be mindful of your children's noise levels and please do not use your cell phone in the waiting area. Thank you for your consideration.



Kati Kaipaipa Inūiane!

Quit Smoking now

Do you smoke and want to stop?

Coastal Medical Rooms runs a very successful Stop Smoking programme aimed at those who have made up their mind to Quit.

Talk to the nurse to enquire about how we can help you.



Ordering Prescriptions

A Few Reminders

Please don't wait until you're on your last few tablets before you call.

(disaster and emergency planning advises having 2 weeks supply always in your cupboard)

Please help us ensure your prescription is ready on time by giving 48 hours notice. Repeat scripts are only available for regular medications and not for new problems.

Please advise when requesting your prescription if you are taking other treatments or dietary supplements. This includes homoeopathic, herbal, or "natural" therapies.

You can also order prescriptions by telephoning the nurse on 902 9200 and leaving a message on our script line

Please give your name, date of birth and a contact number

Also if you have ordered an urgent day script this will be ready after 5pm

You can also order scripts by filling in a form at reception, or through the "Manage my Health" portal.

A regular script, done over the phone, will cost you \$20.00 when you collect the script. If a same day script is required this will cost \$25.00. If you ask for the script to be faxed or posted anywhere, it will cost \$25.00



Receptionists Tips

Please remember

- "to bring your glasses" and "hearing aids" if you need them.
- If you are asthmatic please bring your peak flow meter to appointments.



Please keep our reception staff informed of changes of :

- Addresses
- Phone numbers
- Community Services Card number

Please tell the receptionist if your visit is **ACC related**.

Make sure you take all belongings with you.