

### **Your Rights:**

In providing a quality health service this practice complies with the Code of Health and Disability Services consumer rights. If you feel your rights have been breached, please let us know. We welcome any opportunity to improve our service and deal with your concerns promptly and efficiently.

If you feel unable to approach a staff member with a complaint in person or in writing, please contact the health and Disability commissioner's office – 0800 11 22 33 who will put you in touch with your local advocate for support.

You may ask to speak with our Practice Manager if you have any complaints, concerns, queries or compliments you would like to discuss.

### **Privacy:**

Your medical records are a confidential document. It is the policy of Wai Health Clinic to maintain the security of your personal health information at all times, and to ensure that this information is only available to authorized members of staff.

### **Make a complaint or feedback.**

If you have any concerns regarding any of our services or wish to make a complaint, we have forms available, or you may send an email to [info@waihealth.org.nz](mailto:info@waihealth.org.nz)

If you think we have done an amazing job, you can email the above address or fill in the form at reception so we can acknowledge our kaimahi.

### **Our staff:**

**GPs:** Dr. Zarah Allport, Dr. Charlotte Chapman, Dr Francesca Bryant.

**Nurses:** Ashley, Marewa and Karen.

**Reception/Admin:** April and Andrea

**Practice Manager:** Mary.

Please note- our patients are enrolled under the Clinic rather than individual Doctors. Whilst we encourage continuity of care wherever possible, you are not able to request to enrol under a specific doctor.



# WAI HEALTH

## Welcome Pack



**WAI HEALTH**

**'16 Catherine Street, Henderson**

**Tel:** 09 222 2784 **Email:** [info@waihealth.org.nz](mailto:info@waihealth.org.nz) **Website:** [www.waipareira.com/wai-health](http://www.waipareira.com/wai-health)

**16 Catherine Street, Henderson**

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### **Practice Hours**

The clinic is open Monday to Friday 8.30am – 5:00PM

We are closed on public holidays and over the Christmas period.

### **After Hours Care**

In an emergency, any time of day, you should call 111 for assistance.

If you require medical care outside of our usual working hours, you should attend White Cross Lincoln Road at 131 Lincoln Road, Henderson (09 836 3336) or Waitakere Emergency Department, 55-75 Lincoln Road, Henderson.

### **Walk in Clinic**

From the 9th of September Wai Health will be moving to a new GP triage system, this will allow more enrolled whānau requiring urgent appointments to be seen on the same day.

Whānau requiring same day appointments are encouraged to phone in the morning requesting an appointment on the day, you will be offered GP Telephone Triage. If this interests you, your details will be taken and a doctor will call you back at an arranged time to discuss your concern.

Often your concern can be attended to over the phone by advice, a prescription, a medical certificate or arrangement for a test prior to a future appointment. If your concern is urgent however, the doctor will arrange a suitable time for you to come in that day to be seen.

The GP will manage these calls between 08:30-09:30 after this you will receive a phone call from one of our skilled nurses instead.

Please call our reception team on (09) 222-2784 or our Waipareira team on 0800 924 942.

If you are unwell with significant symptoms such as chest pain, severe shortness of breath etc then please dial emergency services at 111 or present to the Emergency Department at Waitakere Hospital.

### **Fees and billing**

Fees for your consultation are payable at the time of the consult. You can also pay by bank transfer to:

**Acc name:** Wai health

**Bank account number:** 02 0152 0531177 025

**Reference:** NHI, Name and DOB

If you have difficulty paying your fees, please let us know.

### **Repeat Prescriptions**

We encourage patients to keep a list of their regular medication handy when requesting a repeat prescription. Most patients on long-term medication will need to see the Doctor at least every 6 months depending on the medication.

We ask our patients to plan when requesting a repeat prescription as we require 2 working days from time of request to issue for routine repeats.

There is a fee of \$10 for repeat scripts for our enrolled patients.

Repeat prescriptions can be requested by email to [practicenurse@waihealth.org.nz](mailto:practicenurse@waihealth.org.nz)

### **Test results**

We will contact you with any results ordered by our doctors that are considered significant. You will be notified of these by your GP or practice nurse via phone, letter or patient portal.

We do not routinely notify you of normal results or slightly abnormal results that aren't significant, however if you have not heard from us and would like know your result, or if you have any questions, please contact reception and they will arrange a nurse to call you back or you can book an appointment with the GP.

### **Interpreter Services:**

Please let us know at the time of booking if you require an interpreter for your appointment and we can arrange this for you.

### **Screening and Recalls**

Wai Health Clinic is committed to promoting healthy living and preventative care. The nurses or kaiarahi may send you a reminder or ask you to attend the clinic concerning your individual health needs.