



If it is an emergency - call 111 and ask for “ambulance”

A medical emergency includes

- chest pain or tightness,
- difficulty breathing
- choking
- severe bleeding or bleeding that won't stop
- sudden weakness or difficulty talking
- fainting or unconsciousness.



Free After Hours Phone Advice from Healthline

Call Healthline free:

- For general health advice and information call 0800 611 116 anytime
- For COVID-19 health advice call 0800 358 5453 anytime

Healthline is staffed by an experienced team that includes registered nurses, paramedics and health advisors, who can provide you with health information and advice on care, support, assessment of symptoms, triage, and treatment advice.

They will advise you on whether you need to seek assessment urgently and if so where would be the most appropriate place to go.

We will receive a notification of the call made and the advice that was given.



East Care Accident and Medical at 260 Botany Road

East Care is open 7 am to 11 pm , 7 days a week

www.eastcare.co.nz

- Our practice is an active member of the East Care group, which is a cooperative association of most of the Howick and Pakuranga general practitioners.
- East Care A&M, 260 Botany Road, provides an after hours and urgent service for the community.
- East Care is not a General Practice and so is not able to provide continuity of care, but is provided as a service to our patients by the local GPs for after hours care and for patients unable to see their GP that day who have an urgent problem.
- East Care forwards information about the problem you presented with, the investigations performed and the treatment or advice provided.



If you need urgent care outside of our practice hours or on the weekend, and you deem a virtual GP consultation appropriate to your needs, we have now partnered with a virtual GP service, Practice Plus.

This kiwi online doctor service provides out of hours, same day, virtual care across NZ, with qualified kiwi virtual doctors. The service has been developed to be an out of hours compliment to your own GP practice.

Practice Plus runs on MyIndici, the same software system as our own online patient portal, making your email and log in details for our own patient portal, a seamless entry for you into this after-hours service when logging into the Practice Plus app.

Available 5pm-10pm on weekdays and 8am-8pm on weekends.

Why did we chose to partner with Practice Plus for after hours urgent online care?

A kiwi online doctor app that is there to help you for those moments when you need same day after hours urgent care.

We feel confident that we can offer continuity of care following your consult because Practice Plus will send your patient notes to your usual GP at Highland Park Medical or Marina Medical (with your consent). It is part of our ongoing promise to support your entire health journey.

Ensuring up to date health information can prove vital for your healthcare needs. It is our ongoing promise to support your entire health journey.

Available 7 days a week-after hours from 5 pm during week days and 8am-8pm in weekends and public holidays.

The Practice Plus online Doctor app uses the same software system as our own patient portal you use for Highland Park Medical and Marina Medical, making it simple and easy after hours for you to log into the Practice Plus online app.

You can book a same day virtual consult time, or wait on line in the queue for the next GP to become available.

Note you MUST have a wifi enabled phone or digital device to use this service.

Click the link to Practice Plus to find out more. <https://practiceplus.nz/>

[Click here to login to Practice Plus using your myIndici account credentials](#)



Join the St John Supporter Scheme and receive free emergency ambulance cover

By paying an annual subscription and becoming a supporter you will receive:

- free medical emergency attendance if required
- free emergency ambulance transport to the nearest hospital or emergency medical clinic if

required

- free attendance in a medical emergency and transport to the nearest hospital or emergency medical clinic, if required, for accident related injuries more than 24 hours old (ACC may cover those injuries less than 24 hours old).

<https://www.stjohn.org.nz/support-us/join-our-supporter-scheme/>