

Got any questions? Here are some frequently asked questions with the answers below. We hope these may be of help to you.

### What are our policies around Appointments?

A standard consultation time is up to 15 minutes. We endeavour to provide an appointment time that is convenient for you. If you are coming for a regular review such as for a repeat of your medication then it is advisable to book several days in advance.

We are now sending appointment reminder text messages to those patients who have a cell phone. Please check with reception that we have your number. If you are unable to keep an appointment, please cancel or reschedule as soon as possible. This allows us to reallocate the appointment to someone else.

If you are ringing for an urgent appointment on the same day we will do our best to provide an appointment with your regular doctor. If this is not possible we will offer you an appointment with one of the other doctors. We will always accommodate emergencies and urgent situations.

Although we try our best to keep to time, inevitably due to the unpredictable nature of front-line medical care, there will be times when you experience delays in seeing the doctor or nurse. Please be patient. We will endeavour to keep you informed if we are delayed.

### **There are some things you can do to help us keep to time:**

- Arrive on time for your appointment and report to reception.
- Extra time: If you think your problem may need extra time, please advise the receptionist when you make the appointment. You will need extra time if you are coming for assessment of multiple problems or for minor surgery. Insurance, employment or immigration medical examinations also require extra time. Please inform the receptionist if the purpose of your visit is for these sorts of examinations, as we will often have the nurse see you first.
- ACC related visits: If your initial ACC claim was made elsewhere please bring the ACC details including ACC45 claim number, date of injury and diagnosis.
- Completion of medical documents: If the purpose of your visit includes the completion of a medical form or certificate please read the document carefully and complete any applicable sections prior to your appointment.

### What are Your Rights as a health consumer?

We endeavour to provide a very high standard of medical care mindful of the responsibilities we have to you as a consumer. If you feel we have fallen short of these standards in any way please let us know initially by making your concerns known to either the doctor with whom you are enrolled or to our Practice Manager.

#### Code of&nbsp;Rights

For more information please visit [www.hdc.org.nz](http://www.hdc.org.nz)

The Code of Rights establishes the rights of consumers, and the obligations and duties of providers to comply with the Code. It is a regulation under the Health and Disability Commissioner Act.

#### Right 1 - Right to be treated with&nbsp;respect

You have the right to be treated with respect, have your privacy respected and be treated in a way that takes into account your needs, values and beliefs.

Right 2 - Right to freedom from discrimination, coercion, harassment, and exploitation.

You have the right not to be discriminated against, harassed or coerced into doing things that you don't want to do.

Right 3 - Right to dignity and independence

You have the right to be treated in a way that respects your dignity and independence.

Right 4 - Right to services of an appropriate standard

You have the right to be treated with care and skill in a manner that meets your needs.

Right 5 - Right to effective communication

You have the right to open and honest communication in a way that enables you to understand what you are being told.

Right 6 - Right to be fully informed

You have the right to receive all the information that a reasonable patient would expect to receive to enable you to make an informed choice. You have the right to request a written summary of that information, and the right to ask questions.

Right 7 - Right to make an informed choice and give informed consent

You have the right to make an informed choice and give informed consent to treatment. You have the right to refuse treatment and to withdraw your consent to treatment.

You have the right to say who you would prefer to treat you and to have your preference met where practicable.

Right 8 - Right to support

You have the right to bring support people with you unless that would be unsafe or would interfere with another patient's rights.

Right 9 - Rights in respect of teaching or research

You have the same rights when you are participating in, or it is proposed that you participate in, teaching or research.

Right 10 - Right to complain

You have the right to complain about any of your treatment providers and to have your complaint dealt with in a manner that is fair, simple and fast.

## How do we communicate the Results of Tests?

We don't have a fixed rule as to how we communicate your test results to you. The method will depend on the particular circumstances of your visit.

What we endeavour to do is to discuss with you at the time of your consultation what the plan is for dealing with your results - this will be documented in the consultation notes. If the plan was for the doctor or nurse to contact you please be aware that this may not always occur immediately the results arrive as the doctor may need time to consider those results before making further decisions about ongoing management.

We are now using email and SMS text messaging to communicate results. Check with reception that we have your current email address and cell phone number. If you have provided us with your email address and/or cell phone number, then we will assume you are happy for us to communicate with you by email and/or text message - unless you inform us otherwise. Please be aware that the use of email is primarily for us to communicate things to you. We are unable to enter into email dialogue concerning medical problems, unless we specifically ask you to reply.

If you are uncertain about the plan for handling your results please phone and ask to speak with a nurse.

### Do we provide Home Visits if you are too unwell to come to the surgery?

Most problems are best handled at the surgery because of the facilities we have available here. However we understand that sometimes you may be too unwell to come to us.

At these times we will come to you. Please ring and ask to speak to one of our nurses if you think you may need a home visit. A request early in the day is easier to accommodate.

### Do we provide Repeat Prescriptions without the need to see a doctor?

We encourage patients to be seen three monthly for conditions requiring regular medication. This is best practice and allows us to safely monitor your health.

In certain circumstances your doctor may agree to provide repeat prescriptions requested by phone. This will follow discussion with you and the agreed policy will be documented in your records. A request is very unlikely to be granted if you have not been seen for the relevant condition within the previous six months.

Your phone call will be put through to a nurse who will check your records and inform you whether your request is considered appropriate. Please do not be offended if you are asked to make an appointment with the doctor.

We ask that you ring the day before you intend to pick the prescription up to allow us time to process your request. Same day urgent, mailed or faxed prescriptions incur an extra charge.

A request for a prescription repeat requires a phone call - emailed requests will not be accepted. This is because the nurse will often need to have a discussion with you to be able to determine if the request is appropriate before forwarding the request to your doctor for further consideration and generation of the prescription.

### What if you need medical attention After Hours?

**You can ring us at any time after office hours and the phone will be answered by a triage nurse who will be able to provide advice. Phone us as usual on 534 5414.**

If you need to be seen by a doctor after hours then you will be advised to attend EastCare Accident and Medical Clinic situated at 260 Botany Rd, Botany Downs. Ph 277 1516.



EastCare is open 24 hours and no appointment is necessary.

Please note that East Care is not a General Practice and therefore not able to provide continuity of care. It is provided by the local GPs as a service to our patients for after hours care and for patients with an urgent problem who are unable to see their own doctor.

### Emergencies

For medical emergencies dial 111 for an ambulance

### Do you want Someone to stay with you during your appointment?

All patients are entitled to have a chaperone with them for any appointment.

The chaperone can be a family member, friend or a member of staff.

If you want a member of staff to accompany you during the visit please let the receptionist know when you arrive for your appointment.

### Do you have some Ideas or Suggestions you'd like to share with us?

We are always striving to provide better services in better ways. If you have some ideas that you would like to share with us, please let us know.

You can send us an email, write us a letter, or drop a note into the Suggestion Box on our reception counter.

Don't be shy - we're keen to hear from you!