

UNDERSTANDING PATIENT FEES

We know the patient fee system can be very confusing and so we hope this might make it easier to understand and answer any questions you may have.

- When you enrolled at our general practice the government provides some funding towards your medical care at our practice.
- In order to be eligible to receive this funding, you need to be a New Zealand Citizen or Resident, or be here on a work visa valid for at least two years.
- Due to audits by the Ministry of Health, for every patient we need to hold a signed enrolment form for every patient and be able to supply proof of eligibility for patients born outside of New Zealand.
- This funding only comes through quarterly, in January, April, July and October of each year which means if you enrol in February, for example, you are not funded until April (from which time you are charged the reduced enrolled patient fee).
- Different General Practices can receive very different amounts of funding from the government, depending on characteristics of their enrolled patient population and the area which the practice is in.
- For this reason fees between different practices can differ significantly which is completely out of our control. Practices that can charge lower fees get substantially more funding from the government, enabling them to do so. The government approves fees that are charged by all practices.
- As the government already subsidises your fees when you are an enrolled patient, there is no additional subsidy if you have a community services card. However if you are a visitor at another practice or you are seen at an after-hours clinic, then there should be a reduced fee.
- ACC consults are not covered by this government funding. Instead, ACC will pay part of your visit and you will be liable for the rest of the cost.
- In order for the funding to continue you need to be seen at least once in three years or otherwise sign a new enrolment form every three years. It is very important that you keep your contact details up-to-date as we will notify you when this time approaches.
- If you are spending more than 183 days (approx. 6 months) in a twelve month period outside of New Zealand, you will not be eligible for government funding and must advise our practice. We can still see you as a casual patient when you are here, but you will be required to pay the full consult fee.



SPRING 2016 NEWSLETTER

GP AVAILABILITY

Our two locum's Doctor Su-Lin Boey and Dr Rorie Brown will continue to be available for appointments 4 days a week.

NUTRITION AND WELLBEING

Doctor Fiona Darracott-Cankovic has begun training in the specialty of nutritional medicine. She would be happy to see any patients who feel they would benefit from this approach to medicine. Doctor Darracott-Cankovic has a holistic approach to her practice and also practices acupuncture.

NEW CONSULTATION ROOM

Those of you who have recently been in may be aware our building has recently undergone some renovations. We now have a fifth consultation room which will allow us to have five doctors consulting at the same time.

TEXT MESSAGING

Text messaging has become one of our favourite methods of communication. Please note that the system we use does NOT allow for incoming messages, so please do not reply to them (we often use DNR at the end of the text – meaning “do not reply” and not “do not resuscitate”!)

FROM THE NURSES DESK

Nurse Appointments: We would love for patients to book in advance, especially over the holidays where we will have reduced staff available. We will still accept walk-ins, but unless it is urgent, booked patients will be seen as a priority.

Phone calls: If you would like to speak to one of our nurses or leave a message for the doctor, please phone between **9am and midday**. We have a dedicated phone nurse available during this period.

Ear Suctioning: is considered best practice for the removal of ear wax. Instead of syringing we will be referring patients on to an ear suctioning clinic. These clinics are:

- Ear Nurse Clinic – 1 Moselle Avenue (Off Lincoln Road), Henderson. Phone (09) 634 0893.
- Bloom Hearing Specialists – 1a Montel Avenue, Henderson. Phone (09) 835 3332. www.bloomhearing.co.nz. Clinics Tuesday – Saturday, 9.30am – 12.30pm.
- Totara Health New Lynn 1 McRae Way. Level 1 Totara Health Centre. Ear Nurse Clinic runs in conjunction with GP's at Health New Lynn – Phone for appointment 827 8888.

WEBSITE & EMAILING

We now have our own website www.titirangimc.co.nz up and running! Please check it out for the latest updates, information on our fees, enrolment and online patient portal.

We have also created two new associated email addresses if you prefer to get in touch with us electronically. Please send any general or account queries via admin. Queries for our doctors or nurses can be sent via the nurse but please note this account is only checked by our phone nurse between 9am and 12 midday and expect a 48 hour turnaround. For anything urgent, please telephone.

Nurses: nurse@titirangimc.co.nz

Administration: admin@titirangimc.co.nz

PRESCRIPTION RENEWALS REMINDER

We are happy to provide repeat prescriptions for certain stable ongoing conditions. ***Fees apply –see below.***

You will be legally required to see your Doctor at regular intervals for monitoring, at least once a year and in many cases, more often.

If your prescription is declined, we will generally advise you via text messaging so please keep an eye out for contact after ordering.

You may also be asked to come in and see a Nurse for checks as well.

When you phone to order your repeat with reception, please have a list of the medications you need to re-order handy for us, that way we won't miss out any of the medications you are expecting. Otherwise you will be asked to wait to speak to a nurse if available, or call back.

Always allow **48 hours' notice** for all prescription renewals (portal or phone), other than on a Friday afternoon when your prescription will not be available until late Monday. If you require a prescription urgently, please phone to speak to reception (DO NOT use portal) and there will an extra \$10 fee on top of the regular charge. **SO PLEASE BE ORGANISED!**

CHARGES:

Picked up from centre (over 13yrs)	\$23
Faxed to Chemist (Over 13yrs, within NZ Only)	\$28
6-12 years	\$15
Under 6 Years	FREE
Urgent Prescription (same day) Collected	\$33
Urgent Prescription (same day) Faxed	\$38

TITIRANGI TRAFFIC

Please remember that Titirangi traffic is always heavy and parking can be difficult, especially before and after school. Please try to accommodate for this when booking appointments.