**City Medical Centre**

**Level 2/ 190 Lambton Quay, Wellington.**

**PH: 04 471 2161**

**Email: reception@citymedical.co.nz**



**New Patient information**

**Welcome to City Medical Centre**

At City Medical Centre we aim to provide you with high quality, professional and wide-ranging medical care. We do this in a relaxed, friendly and welcoming environment, with you the patient at the centre of all we do.

We welcome you as a new patient of City Medical Centre. Please complete all the forms attached so that we can register you fully to receive all the benefits that the practice can provide for you.

Please include one of the following documents: - passport/visa, birth certificate, drivers licence to enrol you in the practice.

**Open hours**

Monday-Thursday 7.30am-5pm (phones 8am-5pm)

Friday 7.30am-4.30pm (phones 8am-4pm)

**After Hours**

For After-hours Medical Care please contact The Wellington Accident and Emergency Medical Centre on 04 384 4944 or Healthline for healthcare advice on 0800 611 116.

For a medical emergency at any time of the day or night you must dial 111 and request an ambulance.

**Appointments & Cancellations**

To see the Doctor, you can either phone the clinic to make an appointment 04 471 2161 or book through Manage My Health. If you are unable to attend an appointment, please phone the clinic at least **24 hours beforehand**, allowing us time to rebook for another patient. Without this notice, you will be charged for your appointment. A fee will be charged for missed appointments. If you are late for your scheduled appointment time, you may not be able to be seen. Late arriving patients cause delays for others and this is unfair on our other patients.

**Consultations**

Standard GP appointments are 15 mins long. This allows you to usually discuss 1 issue with the Doctor. If you have more than this, you will be required to make another appointment. Alternatively, if you know that you will need longer than this, please ensure you book a 30-minute double appointment. This is charged as a double appointment. This ensures fairness and good time management for all of our patients

**Patient Portals – Online Booking Service -Manage My Health**

Manage My Health is our Patient Portal. This is an online booking service that allows you to book your own appointments online, request repeat prescriptions (prescription fees apply) and view and track your test results. You can also send your Doctor/nurse a secure message. Please note there may be a charge for this service.

To access this secure portal – • You must be 16 years or older • You must have your own personal email address. This service is free to enrol. More information about the Manage My Health portal is in this new patient pack along with the registration form to complete. Any other questions you have about the Portal, please ask reception when you are in the clinic next. Register today for your access to the portal and make things easier for you to book appointments, request repeat scripts and check your lab results.

**Prescriptions**

Telephone prescriptions are not routinely provided. For your safety, the Doctor takes responsibility for your care and the medications they prescribe, and that you are taking. Should you require urgent same day repeat prescriptions, these can be provided up to 3pm but an urgent script fee applies.

For non-urgent repeat prescriptions, these will be processed within 2 working days. You can phone the practice selecting option 2 and leave your Name, Date of Birth, Phone number, medications and pharmacy you would like to collect it from. You can also request long term prescriptions through your Manage My health portal.

Sometimes, you will need to be seen by the Doctor before they prescribe repeat medicines for you. If this is the case the nurse will let you know and arrange an appointment for you. It is important you do not run out of your medications (especially over long weekends and for holidays). Plan well ahead of time so that we can make the best arrangement for you to get a repeat script at a lower cost. There is a fee for prescriptions, see ‘Fees’ below.

**Fees**

**Registered and Funded Patients**

14-17 years **$56.00**

18-64 years **$68.50**

65 years and over **$56.00**

ACC surcharge **$61.00**

18 years and over community services card **$19.50**

14 – 17 years community services card **$13.00**

Under 14 years **Free**

Blood Test with Nurse **$15.00**

Nurse Fee from **$20.00**

Repeat prescriptions **$25.00**

Repeat prescriptions Urgent **$30.00**

Audiogram **$50.00**

ECG **$60.00**

Spirometer **$60.00**

Medical from **$150.00**

Minor Surgery from **$300.00**

Cervical smear with a nurse from **$40.00**

Cervical smear with a GP from standard consultation

Referral Letters from **$10.00**

**PLEASE NOTE:**

A statement fee of $5.00 applies for all outstanding accounts at the end of each month.

**Why we contact you by phone / text / email**

City Medical Centre cares about working with you to improve your health. For this reason, there are several things we contact you for. This could be a reminder about screening tests you are due i.e., smears, mammograms or blood pressure checks. Or to let you know your child is due for their immunisations. We have a Long Terms Conditions Care programme that your Doctor may wish to enrol you in if you have a chronic condition that requires regular care.

We also send you a reminder text the day before your appointment to remind you of the time. Please ensure that you phone the clinic to cancel this appointment if you are unable to attend

We look forward to seeing you and your Whānau at City Medical Centre