

TUI ORA FAMILY HEALTH

Maru Wehi Hauora Complex,
36 Maratahu Street, Westtown, New Plymouth
Postal address P.O Box 5135, New Plymouth 4310
EDI tearoham

Email: tuiorafamilyhealth@tuiora.co.nz
Web: www.tuiora.co.nz

Phone 06 759 7310
Fax 06 759 7309

Tui Ora Family Health offers high quality medical care at a low cost for all the whānau/family. We are a Cornerstone-accredited practice and a member of Pinnacle Midlands Health Network PHO.

Our staff of doctors, nurses and administration support work closely together to provide patient-centered, whānau and community-orientated care to patients in a professional, friendly and courteous manner.

We are part of a long-established kaupapa Māori health and social service organisation which ensures whānau can access a range of other services including public health, mental health and addictions, Youth Service, cultural support and an onsite pharmacy.

Practice Hours

Monday, Tuesday, Thursday & Friday 8.30am – 5pm
Wednesdays 9.30am – 5pm

For medical care outside normal practice hours contact:

- Phoenix, 95 Vivian St, New Plymouth. Ph: 06-759 4295
- Healthline 0800 611 116. For advice or information 24 hours a day, 7 days a week. www.healthline.govt.nz
- For emergencies, dial 111

Meet our team

Doctors	Dr Bernard Leuthart, Dr Gal Carmi, Dr Emma Thompson, Dr Dave Grant and Dr Shin Ying Lee.
Receptionists Administrators	In most cases Airingi or Victoria will be your first contact point at the practice. Kath is the Administration Team Lead.
Practice Nurses	Melissa, Tash and Huia are our experienced Practice Nurses, with Robyn Taylor as the Clinical Nurse leader.
Primary Care Practice Assistant	Jess, our Primary Care Practice Assistant, supports the clinical team by completing some non-clinical and administrative tasks.

To make an appointment phone 06 759 7310 and press 2.

To order a prescription press 1.

Or phone 0800 TUIORA (0800 884 672) and press 1.

Results:

If the doctor has concerns about a result, we will contact you directly on the contact details you have provided to us. Otherwise, you can contact the practice nurse regarding your results. The nurses may provide test results over the phone or ask you to come into the practice to discuss the results with the doctor.

Our receptionists are not able to give out results.

Repeat prescriptions:

Please be aware that routine prescriptions will be processed within three working days.

There is a prescription fee for all prescriptions.

There may be times when the doctor declines your request for a repeat prescription because it is more appropriate for them to review your condition.

To request a repeat of your regular medications, phone 06 **759 7310 option 1** and leave your name, contact phone number, the name and dose of the regular medication you are requesting.

Alternatively, if you have registered with our reception team for the MyIndici patient portal, you can request a prescription through the online portal.

Please see our schedule of charges for prescription costs.

Some pharmacies charge an administration fee if the prescription needs to be faxed.

Forms and Certificate completion:

WINZ and ACC forms and certificates can only be completed if you have a consultation with your doctor. A normal consultation fee will apply.

Please book additional time if you have another medical issue or prescription review to be addressed at your appointment.

Other forms may also need a doctor's consultation, so please check with the receptionist before leaving forms for completion. For forms that require consultation time, consultation fees will apply.

Medical and nursing services offered:

Our practice offers a range of primary health care services by appointment including:

- Standard medical consultations and nursing appointments
- Nurse cervical smear clinics
- Minor surgical procedures
- Assessment and treatment for minor accidents
- Regular recall for breast examinations, cervical smears, diabetes checks and immunisations
- Pregnancy tests
- Contraceptive advice, sexually transmitted disease screening and treatment
- Six-week new baby checks
- Liquid nitrogen treatment
- ECG & Spirometry

- Driver's Licence Medicals
- Insurance medical assessments

How you can help us:

Tui Ora Family Health is a busy medical centre and there are a number of things you can do to help us provide a good service. These include:

- **ALWAYS let the receptionist know when you have arrived.** This ensures that the doctor or nurse knows you are here for your appointment.
- **Please arrive on time.** If you are concerned that the doctor may be running late you are welcome to call the receptionist, in advance, on 06 **759 7310** to check. If you arrive late, the receptionist will check with the doctor to see if they are still available. Please do not be offended if we are unable to see you and a new time needs to be made.
- **Our standard appointments are booked at 15-minute intervals.** Please be realistic about what can be covered in a 15-minute consultation. For good quality of care, this will be one or perhaps two small problems. Additional issues or prescriptions are likely to take longer than 15 minutes to discuss.
- **If you think that you will need longer than 15-minutes,** please let the receptionists know when you phone for an appointment and they can book a double appointment, or the appropriate time required. **Some consultations will always require more than one 15-minute appointment.** Please check with the receptionist or nurse. **An extra charge will apply for the extra time.**
- **Only book one patient per appointment.** Please do not expect our doctors to be able to see two or more patients, or siblings, in a 15-minute appointment slot.
- **Where possible please plan ahead.** If a doctor or nurse has asked that you complete a blood test, please do this before your appointment so the results can be reviewed at your consultation.
- **Book an appointment or request a prescription well in advance, as an urgent fee may apply.** Do not leave it until the day your medicine runs out.
- **When you are unable to attend your appointment.** Please notify us if you are unable to keep your appointment with at least one hour's notice or more, if possible. This means we can offer the appointment to someone else. Failure to do this will lead to a charge for a missed appointment.

We reserve the right to charge the consultation fee for a 'did not attend (DNA)', if a patient fails to attend a booked appointment, without reasonable notification to us, as outlined above.

- Tell us if your personal circumstances have changed, especially if you have **changed your address or contact phone number** so that we can update our register information.
- **Please pay for your consultation on the day of service.** As per our Terms of Trade, full payment is required at the time of service or, alternatively, payment may be made via internet banking within seven days of the date of service to our bank account 15-3953-0314416-12. Include your NHI number (from the invoice) and name as reference. At the end of the month, a \$10.00 administration fee is added to all outstanding amounts.

We may withhold further provision of service where there is any outstanding amount due.

- Should you have difficulty paying your account in full, then please discuss alternative arrangements with our administration team.
- When your account equals or exceeds \$50, we reserve the right to request that you pay for consultation and prescription services upfront.
- An automatic payment can be set up to help manage your account. Please discuss with our administration team.

Tui Ora Family Health
Patient Credit Terms and Conditions of Trade

The following Terms of Trade apply to services provided by Tui Ora Family Health to its patients.

Registering as a patient with our practice shall be deemed to be acceptance to the Terms and Conditions of Trade as stated:

1. Unless otherwise agreed, all services shall be paid for on the date of service.
2. Accepted payment methods are cash, eftpos, automatic payment or internet banking.
3. Where it is agreed that payment need not be paid on the day of service, it shall be paid by the last day of the month, following date of invoice.
The maximum credit limit is \$50 per account holder.
4. **An administration fee will be charged on accounts outstanding at the end of the month at a rate to be decided by Tui Ora Family Health.**
5. Patients will be charged a DNA fee (did not attend) when non-attendance to an appointment occurs, and the appointment has not been cancelled by the patient at least one hour before the appointment time.
6. **Tui Ora Family Health may withhold further provision of service where there are any outstanding amounts over the credit limit.**
7. **Termination of the patient's contract /enrolment** may apply where there is non-payment, without prejudice to any claims Tui Ora Family Health may possess.
8. Where patients are in breach of agreed payment terms, we may disclose this information to debt collection agencies and legal proceedings may follow. This may result in your name and address

being entered into the Computer Bureau default listing which will have an impact on your credit rating. Costs incurred to recover outstanding monies will be charged to the customer.

9. Prices quoted for services may be adjusted from time to time, and the patient hereby agrees to pay any such adjusted price.
10. Variations to the Terms of Trade may occur from time to time, and Tui Ora Family Health will notify the patient by way of a notice on our notice board, patient portal or website.