Cornwall News

Autumn 2016 Phone (24hrs): 625 3140

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**Cornwall Medical Centre** 790 Manukau Rd, Royal Oak

 Open: Weekdays 8am to 6pm, Saturdays 8am to 1pm

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**Dr. Wee Ling Khoo Dr. An LimDr. Richard Stirling Dr. Peter Zink Dr. Vincent Chan**

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#### Welcome Sarah, Practice Nurse...

# C:\Users\Peter\Desktop\Sarah Johns (2).JPGWe welcome nurse Sarah Johns to our team at Cornwall Medical Centre. Sarah has already begun and we look forward to increasing her nursing roles at the practice, and adding to our team

#### Welcome to 3 Receptionists...

You will find several new faces greeting you at reception:



Carol Finn

 Kate Ruttley

Sue Anderson

####  Prescriptions...

Another reminder; please to try to prepare early when you need another prescription, to ease the pressure and stress to you and to the staff. Please be accurate with your request and leave at least 1 to 2 full working days to process your request. Also, expect to make a GP appointment at least each 3 or 6 months, unless you have made a special arrangement in advance.

#### Fees Update...

There has been a slight revision to several fees:

Examples of some indicative fees are as below:

**Medical 15-minute Consultations:**

Children 0-12 yr (Enrolled and funded) - $0

Children 13-17 yr (Enrolled and funded) - $29

Adults 18-64 yr (Enrolled and funded) - $40

Adults over 65 yr (Enrolled and funded) - $38

**Accident Consults:**

(Similar to the fees as above)

Adult – Nurse review - $5 to $20

Weekend rates and Holidays: additional -$10

**Prescriptions**:

Routine -$16

Same day -$26

Urgent/ Immediate -$31

Faxed Prescription fee - $22

B12 injection - $14

Cervical Screen (Nurse/Dr)-$40 to $50 plus materials

Forms and Certificate fees -$15 to $65

Non-eligible (for NZ funding) patient fees are between $15 to $41 more due to lack of funding

**Payment at the time of consultation policy:**

In general we have a ‘no accounts’ policy.

#### Phone calls and Messages...

Please note that some of the phone messages you receive from Cornwall Medical Centre (CMC) may state **"private caller".** This may mean it is from CMC. **Text Messages** from us at CMC are one-way only. If you wish to reply to us in some way, you will need to phone us (or make a doctor appointment online).

#### Vaccines in Pregnancy...

**Rubella:** We would like to bring to the attention of all couples thinking of pregnancy that we strongly support Health Department advice that women should clarify their Rubella status BEFORE they conceive & get vaccinated if needed. Cost: free.

**Whooping Cough:** Pregnant women are strongly encouraged to be vaccinated for this at between 28 & 38 weeks of gestation, whether they have had past immunisation or infection. This is to provide protection to your baby in the first year of life when immunity is nil or low. Indeed all immediate family members should be up to date with this immunisation to provide “ring fence” protection. (Adults’ immunity to whooping cough is now known to wane after childhood immunisation or even infection, so a booster is recommended. Whooping cough is a nasty disease for adults too – 3 or more months coughing.) Cost: free to pregnant women & children; $51 to other adults.

**Flu:** Pregnant women & their babies are particularly vulnerable to flu complications. We support Health Department recommendations to vaccinate pregnant women as soon as possible in the flu season. Cost: free. Supplies are in now!

#### Other Vaccines...

Note that we will remind adult patients to refresh their **Tetanus shots** around the ages of 45 years of age and 65 years of age. Don’t forget **Shingles** vaccine**, ZostaVax**. If you are over 50 years of age and want protection against Shingles, please talk to one of our staff. Fees apply.

# Appointment Booking Over the Internet…

We are pleased to advise that we are now offering some “online” options to **Enrolled patients** - i.e. via internet access.

To **sign up** for what is called the “**Patient Portal**”, you will need talk to our staff. You need to have an email address you can provide to us. The portal will be entirely secure & confidential to you personally, accessed by a unique password.

The first module now available allows you to book some (but not all) **doctor appointment slots online**. Booking is available 24 hours a day – but note our clinic hours are not changing!

So, for instance, if something urgent crops up for you at 3.00am Monday morning & you need to see a doctor soon after the clinic opens on Monday morning, you should be able to book a slot, well before we could answer the phone from 8.00am when we open. Some appointments will not be bookable over the internet, so if you can’t find a suitable slot you will still have the option to ring & arrange appointments. We will do our best to accommodate your need, taking account of the urgency for you & others.

After a short settling down period (for both us & you) we will add in access to ordering **repeat medications**. This will be generally only available for regular medications where it has been agreed with your doctor that they can be repeated without seeing clinic staff - similar to the current situation when ringing for repeat scripts. You will need to allow at least 2 working days for this to be processed. More details later.

# Updating Your Information...

We need to ensure we always have your current information. Please make sure your address, phone numbers and next of kin are up to date with our receptionists.

Other important updated information:

1. Do we have your current occupation on file?

2. Do you have any significant allergies or reactions to drugs. e.g. penicillin etc?

3. Do you have any important or significant diseases that run in the family?

Please let your doctor or nurse know so we can update your records accordingly.

#### Help Us Reduce Waiting Times..

We try hard to keep on-time! Tips to help us keep on-time for you: Avoid presenting too many problems, as we allocate up to 15 minutes for each patient. To be fair to you, your doctor and the patients after you, allow the doctor to help you prioritise your ‘list’ and make another appointment to address the remaining issues and follow up tests from your initial appointment if needed. Please be aware that additional charges apply for extra time over 15 minutes. Please arrive on time for appointments, especially early morning or early afternoon times. Emergency patients are fitted in causing delays. Please phone us if you are running late or to check times.

#### Hearing Tests at Cornwall Medical Centre...

Receive a FREE initial hearing test by Dilworth Audiology at Cornwall Medical Centre: We are organising a half-day per month session available for our patients. Note that only the initial screening is free and that fees may apply for follow up services. Please ask our staff about this (after 20th May)

#### Patient Survey (Thank you)...

For all of you who contributed by giving feedback on our patient survey: Thank you! Your responses help us improve our service to you and our other patients. Thank you!

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**Our team wish you a healthy year!**

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