

INFORMATION SHEET 2020

Welcome to Matamata Medical Centre. We are a large practice with over 14,000 patients and we aim to provide comprehensive family health care to you and your family while you are enrolled with us.

Dr Greg Dunn
Dr Bruce Pitchford
Dr William Varty
Dr Kelly Brennan
Dr Ben Ross

Dr Reuben Tomlinson
Dr Julie Jones
Dr Nina Henderson
Dr Steven Thrupp
Dr Robert Howard

Please refer to the website for clinic hours for each doctor.

G.P. Registrars: A doctor undergoing G.P. training who works under Dr Dunn's and Dr Tomlinson's tuition.

Practice Hours: 08:30am to 5:00pm.

Appointment Hours: 09:00am to 4:30pm. Non urgent appointments may require 2-3 days notice in advance.

Weekend Clinics: Saturday/Sunday: 10-12noon (For acute conditions only)

Urgent Clinic: each weekday afternoon 2-5.00pm

Appointments:

- Emergencies will always be given priority, via our Nurse triage system.
- Reception staff will attempt to contact you if there are any unforeseen changes on the day of appointment, e.g. Doctor off sick.
- Longer consultations times are available if you require extra time. This will incur a higher fee and you need to advise the receptionist at time of booking.
- Appointments need to be made for both doctor and nurse consultations for each person to be seen.
- If your doctor is unavailable you will be able to see one of the other doctors in the urgent clinic.
- Please report to reception on arrival and indicate if appointment is injury related to claim the ACC subsidy, or any other non-standard consultation, e.g. drivers medical
- Between 8.30-10am our phone lines are busy with appointment requests. It would be appreciated if all other requests can be made after this time, e.g. results

Important:

Please notify the practice of any change of address or phone numbers which could affect information held at Matamata Medical Centre.

Text To Remind Service:

Patients with a mobile phone number listed on file can receive a reminder text the day before booked appointments.

Recalls for Smears and Immunisations are also by text.

Important: Please update cell phone numbers regularly.

After Hours Care for Urgent Medical Conditions and Accidents:

This practice provides after hours care for patients 24/7. If needing **urgent** medical attention please ring (07) 881 9102 to access this service. A triage nurse service will answer the call and liaise with the on-call Doctor. **If it is a medical or accident emergency where life is at risk, dial 111.** Anyone seen outside normal clinic hours will incur an additional charge, this includes weekend clinics.

Telephone Access:

Doctors may be contacted by telephone during normal surgery hours by leaving a request with the receptionist who will message the Doctor. Usually the Doctor will return the call between consultations or at lunchtime. Please advise a reason for the call.

Nurses may be contacted during normal surgery hours by following the telephone prompts. Messages are cleared regularly and return phone calls are made between nurse appointments or over the lunch period as workload permits. Anything of urgent medical nature please contact the receptionists who will pass the call directly to the triaging nurse.

Test Results:

Patients are advised at time of consultation how results will be distributed. Please allow 1-2days for the result to come in.

Repeat Prescriptions Requests:

Repeat prescriptions can be ordered via email on repeatrx@matmed.co.nz or by phoning the practice after 10.30am Monday to Friday. Please allow 72 hours notice. Urgent or same day prescriptions attract an extra fee of \$25.00.

If you have not had a consultation with the doctor for some time, you may be asked to make an appointment as all medications need to be reviewed regularly. Charges for repeat prescriptions are made to your account at the time the prescription is ordered. Faxed prescriptions require the fax fee to be prepaid before the prescription is released.

Payment: Standard Terms:

Prepay: Payment for consultations is to be made at reception when you check in. If you are having difficulty paying fees, please let the receptionist know or speak to the Practice Manager confidentially as we have several different options available.

Visitors:

All visitors to the practice are required to pay at time of consultation. Sometimes during peak demand we may not be able to see Visitors unless it is for an acute accident or illness.

Additional Services:

In addition to our standard services we also offer;

- Vasectomy
- Immigration Medicals
- Travel Vaccinations
- Minor Surgery e.g. skin lesion removals
- Driving Medicals

General Practice Teaching:

The Matamata Medical Centre is an accredited teaching practice for doctors wishing to train as general practitioners. These doctors are called registrars and are under Dr. Dunn's tuition. Registrars see patients as part of their attachment experience. You may be offered an appointment with the registrar but you are entitled to decline this offer should you wish.

Nursing Students: We also have Student Nurses obtaining practical experience and these students will be clearly identified.

Translation Service:

Translators may be arranged through Language Line.

Hearing Impaired Clients:

Please liaise with reception for alternative communication methods. This may be via e-mail or fax.

Terms of Trade:

Please read the terms of trade and health information privacy sheet carefully.

Standards of Behaviour:

Verbal or Physical abuse of our staff will not be tolerated and could result in dis-enrolment from this practice.

Complaints / Compliments.

In our main waiting area are forms we encourage you to complete to assist us with providing a quality service. If you would like a response/follow-up then please include your name and phone number.

We have a formal complaints procedure so feel free to speak to any staff member in confidence or make an appointment with the Practice manager.

Matamata Medical Centre
HEALTH INFORMATION PRIVACY
Te Motuhake o Hauora Mohiotanga

This practice is committed to managing health information in accordance with the Health Privacy Information Code 1994. This means that we will protect the confidentiality of your health information as required by the Code and associated laws.

In order to provide you with quality care and meet our responsibilities, from time to time we may collect information from, and provide relevant information to, a number of people and agencies including:

- Other health professionals or agencies that are directly involved in your ongoing care e.g. the hospital, district nursing and medical specialists.
- The Health and Disability Commissioner, Medical Council of NZ or Nursing Council of NZ if any aspect of your care is under investigation.
- ACC – with your consent, which you provide when you sign an ACC claim form.
- Health Pac when applying for a National Health Index (NHI) number and/or High User Health Card and when the practice makes a maternity or immunisation claim.
- Work and Income NZ when applying for a disability allowance or sickness/invalid benefit.
- A medical laboratory and / or radiological services when you are referred for a test or examination.
- Public Health officials investigating notifiable diseases.
- Breast Screening Aotearoa for mammography referrals.
- Cervical smear test results to the National Cervical Screening Programme.
- Immunisation details to the National Immunisation Register (NIR) and/or Immunisation Outreach Service providers.
- Centre for Adverse Reactions to Medication if you have a significant reaction to a medicine.
- Insurance companies when ascertaining cover – with your consent.
- The Primary Health Organisation (PHO) you are enrolled with for administration, funding and planning purposes, and participation in projects and quality initiatives.

The Health Information Privacy Code 1994 was developed by the Privacy Commissioner to better ensure the protection of individual privacy in the health sector. The code is enforceable by law. Rules 6 and 7 of the Code, give you the right to access, and to request correction of, information that we hold about you.

For further information about the Health Information Privacy Code, please ask any member of staff, or contact the Privacy Commissioner, P.O. Box 466, Auckland or visit their website www.privacy.org.nz

National Health Index (NHI) number

The National Health Index has been part of the New Zealand health system for many years. The number is usually allocated to a person at birth. The National Health Index holds information on:

- names and addresses
- ethnicity, date of birth, date of death and gender
- New Zealand residency status

The NHI does not include specific health information or information about a persons visit to their provider.

Why is the NHI number used?

A NHI number will be added to the enrolment information for each person on a practice/PHO enrolment register. NHI numbers will ensure that PHO enrolment registers are accurate for funding purposes, e.g. they will prevent double payments to one PHO for the same person and payments to multiple providers for the same person.

The NHI also allows health professionals, involved in someone's care, to share health information without using a persons name and address. This protects a person's privacy and improves the quality of health information.

PLEASE TURN OVER

Matamata Medical Centre
PURPOSE FOR COLLECTING YOUR INFORMATION

The information collected from you on the enrolment form is required for the purpose of providing and administering health care and services.

In particular:

Personal Details:

It is very important that we are able to identify you from your records so we do not confuse you with anyone else. This requires knowing your:

- Family Name
- Given Names
- Date of Birth
- Sex

Ethnicity:

The Ministry of Health requires this information for statistical purposes. It also assists the government and PHO meet their obligations under the Treaty of Waitangi. For a number of reasons some ethnic groups have poorer health than others and are missing out on health care. Primary Health Organisations, and practices, need to know the ethnic group of people enrolled with them so that services can be arranged to meet their needs.

You may indicate more than one ethnic group; however the first code number used will be classed as your primary ethnicity.

Please ask the receptionist for a brochure if you would like further information on why ethnicity data is collected.

Next of Kin Details:

In an emergency it is important that we know who should be contacted.

Address and Phone Details:

It is very important that we are able to contact you for the purposes of providing and administering health care services.

Residency:

Your entitlement to subsidised health care services depends on your residency status.

Community Services Card and/or High User Health Card:

This information is required to ensure that you receive any subsidies that you may be entitled to if you are a cardholder.

What happens to my enrolment information?

The information on your enrolment form will be added to the enrolment register of the practice and the Primary Health Organisation. This register is sent to the Ministry of Health where your information will remain confidential. The Ministry of Health needs this information to:

- calculate the funding that is given to the Primary Health Organisation, from the government, to subsidise a range of health services,
- correct your details on the National Health Index,
- monitor quality of care

Further information on this can be found in the Ministry of Health "Enrolling with a Primary Health Organisation – Answering your Questions" brochure.