



Howick Health and Medical Centre is a six doctor practice –1 male (Dr. Ray Khoo) and four female doctors (Dr. Hayley Wilson, Dr. Amanda Sew Hoy, Dr. Ruby Yeh and Dr. Amy Rankin) and a registrar doctor. We are a teaching practice with Dr. Ray Khoo the principal teacher with Dr Amanda Sew Hoy both accredited by the Royal NZ College of GPs helping train future General Practitioners. You may sometimes be offered an appointment to see a Registrar (fully qualified doctor gaining additional experience in general practice).

#### **Dr Ray Khoo**

New Zealand born and trained (Auckland School of Medicine). Ray is full time and covers all aspects of family health and holds a diploma in Paediatrics and Obstetrics & Gynaecology. He also performs minor surgery on a regular basis.

#### **Dr Hayley Wilson**

An Auckland trained doctor and holds a diploma in Paediatrics. She has an interest in children, adolescent and women's health and is well-versed in general family medicine. Hayley is available on Tuesday morning and all day Thursdays.

#### **Dr. Amanda Sew Hoy**

New Zealand born and trained (University of Otago) Amanda joined our practice in 2014. Her special areas of medicine include women's health and paediatrics though enjoys the variety that general practice offers. She holds a post graduate diploma in children's health as well as in obstetrics and medical gynaecology. She is also a GP teacher accredited with the RNZCGP. She consults on Monday afternoons and Thursday afternoons.

#### **Dr. Ruby Yeh:**

Dr Ruby Yeh grew up in Howick and is a medical graduate of the University of Auckland. She gained experience working in hospitals for several years before starting general practice in 2018. Dr Yeh enjoys all aspects of family medicine. She is fluent in English and conversant in Mandarin and is available on Mondays, Wednesdays and Fridays

#### **Dr. Amy Rankin**

Dr Amy Rankin completed a Bachelor of Health Sciences degree with a focus on public health, before completing medical school at the University of Auckland. Growing up in Howick, Dr Amy is passionate about serving her local community. She also works in palliative care at Tōtara Hospice.

She has worked across all hospitals in Auckland, including a year in Emergency Medicine prior to her transition to General Practice. Dr Amy has an interest in palliative care (worked at Totara Hospice during 2023/24) and women's health, having completed a Diploma in Obstetrics and Gynaecology. She is able to insert <sup>1</sup>intrauterine devices and the Jadelle implant.

*If you are unable to see your own doctor urgently, please feel free to see another available doctor. The doctors can access your notes when required to ensure continuity of care and patient safety.*

#### **Dr. Brian Dunne**

Dr. Brian Dunne will be commencing full time work from February 2024. He is a local having attended Macleans College. Dr. Dunne graduated from the University of Otago. More information will be added later.

#### **Other Services:**

**Prescriptions:** We require at least **24 hours** notice for a phone script. If you are a new patient you will be asked to come in to be assessed by a doctor. If you are elderly, an existing patient with multiple medical problems or have a complex medical problem, you may be asked to come in every 3 months for your scripts.

**Cervical smears:** We have an experienced nurse (Philippa) available to perform smears at a reduced rate.

#### **Enrolment – Funding**

If you are not enrolled at our practice we do not receive funding from the Ministry of Health. Therefore the consultation cost is noticeably higher at the first visit. By enrolling as a patient, we receive funding which results in a reduced cost for you. Please read the ProCare information sheets for more info. If you have any questions please call 0800 252 464 (Ministry of Health line) or ask reception.

#### **Hours:**

Monday	8:30am-6pm
Tuesday	8:30am-6pm
Wednesday	8:30am-6pm
Thursday	8:30am-6pm
Friday	8:30am- 5pm

*For a full list of current charges- see front desk or go to our website [www.howickhealth.co.nz](http://www.howickhealth.co.nz)*

## Housekeeping Tips

- We advise booking a 30 minute appointment for new patients with numerous medical queries. This allows the doctor to be familiarised with your medical problems, medications and have enough time to answer your questions. Please ask reception about the cost.
- Please turn off your cell phone during consultation time.
- Accounts are to be paid on the day of the consultation.
- If extra time is required, please indicate this to reception. Note the consultation time is for 15 minutes only and generally only **ONE** issue can be discussed. Any additional time spent will be charged for (unfunded 15 minutes rate). This is to ensure we will attend to your concern in a thorough manner.
- Scripts/Reports/BP checks/ECGs/Materials used/Time spent with the nurse will incur a charge – more information is displayed at the front desk and on our website [www.howickhealth.co.nz](http://www.howickhealth.co.nz). Cancellations with <12 hours notice incur a 50% charge.
- Online bookings (and cancellations) are now available on our website
- Results (blood tests and other investigations): are not normally conveyed to you however you can access your own results through the patient portal 'MyIndici'.

## After Hours Medical Care:

After Hours –advice can be obtained by calling our number 534 3978 which will direct you to a qualified nurse on our after hours service (Homecare Medical) or you can call the local A&E Centre (EastCare 260 Botany Rd 2771516). Note the consultation costs at these centres will generally be above our rates.