

Howick Health and Medical Centre December 2024 Newsletter

We will close **midday on 24th of December 2024** and reopen on **Monday 6th of January 2025**. This will allow for a much needed rest for our hard working staff as well as allow for some interior updating of the practice. Please note we will not be attending to emails or script requests during this period. Our phone will be diverted to an after hours service where you can get advice from a health professional.

Prescription requests.

Please order your prescriptions as soon as possible to minimise any delays. Scripts will be attended to within 2 working days. The most efficient way to request this is via the patient portal 'myindici' (<https://patientportal.myindici.co.nz/login>), otherwise you can email or call the nurse at 'nurse@howickhealth.co.nz' with the following details:

1. the name of your medication(s)
2. dose and
3. amount required along with
4. the pharmacy name.

You may be asked to come in if you are due for a check up. Urgent scripts (same day) incur an extra charge. We will not be attending to script requests while we are closed.

If we are fully booked or closed and you need an urgent online appointment?

If you need a virtual consultation, we recommend CareHQ. CareHQ provides urgent and booked appointments with a GP from 7am-7pm, 7 days per week. For more information, or to book, visit www.carehq.co.nz. Our primary health organisation ProCare has organised a subsidy from 16 December 2024 to 19 January 2025 for you to access online appointments (the subsidy applies if you book via 'myindici'). Pricing will be \$19.50 for community services card (CSC) holders and \$49.95 for non-CSC card holders – ProCare will 'top up' the difference to cover the standard CareHQ consult of \$69.95. If you are not on the portal you can use the discount code PRO-1.

The closest accident and emergency clinic is EastCare 260 Botany Rd.

<https://www.eastcare.co.nz/fees/>

Covid vaccinations.

Please book in with the nurse to do this. Preferably call reception to book or email reception with two dates/times (in case we are unable to allocate your first choice).

One issue per fifteen minutes please.

Thank you for those respecting this. Generally we are able to deal with one issue and sometimes a minor second issue in the thirteen minutes allocated for your consultation (some time outside the consult time is required for administrative work performed). If you have more than one issue you can book a double appointment (please note a fee will then apply for those under 14 and an unfunded rate applies in the second half of the consultation). We would encourage a thirty minutes appointment for certain consults such as a first time mental health consult, more than one significant issue to discuss, a full skin check, a travel consult or a driver medical with a repeat of your prescription.

Artificial intelligence transcription software use during consultations.

You may have been asked to consent by some of the doctors for the use of this during your last consultation. You can find out more about this on the home page of our website www.howickhealth.co.nz. This is optional and you can opt out at any time.

Patient portal 'myindici'.

We encourage you to register for the patient portal 'myindici' to book appointments online, access your results, request scripts online and view your receipts (receipts can be seen under 'Accounts'). It is generally faster via this method and communication occurs securely. You can still however email or call. Regarding results from tests ordered by your doctor, generally you will be informed if there is a significantly abnormal result, otherwise normal results will not be communicated to you.

Dr. Brian Dunne.

Dr. Brian Dunne who spent six months with us earlier this year will be working full time and accepting new patients from the end of January 2025. He has proven to be a personable and popular doctor as evidenced by many comments from patients. This will allow a greater capacity of appointments to be available.

Parking.

There is patient parking available at the rear of the practice. Entry to the practice is via the back entrance. Those unable to use the stairs should park at the front car park.

Online payments.

All banks have rolled out a service incorporating a security measure whereby customers can now check their payment will be paid to the correct account. So for those paying us online for the first time, please pay to our legal name 'Dr Khoo Medical Ltd'. If you have already made a successful online payment with us, you do not to update the payment details. <https://www.nzba.org.nz/2024/10/10/banks-to-start-rolling-out-confirmation-of-payee-in-november/>

Administration work performed outside your consult time.

This has been performed in the past at no additional cost however moving forward a charge will be implemented. Some examples include referral letters, reports, medical certificates completed outside the consult time, phone or email advice from your GP or nurse and follow-up work passed onto your doctor from another health professional. Inadequate funding of primary care does not allow for such work to be funded and we do have to pass the cost of this unfunded necessary work. This is a last resort for this measure to take place but essential to keep our hardworking staff.

Stay safe during the Christmas break and enjoy your time with friends and family.

From the team at Howick Health and Medical Centre

