





Welcome to the first edition of our quarterly newsletter for 2021.

Exciting news on our front – our books are open for new patients! So come on in and grab an enrolment pack.



COVID LEVELS UPDATE



We are currently in Level 1 but with cases still arriving in the country we need to maintain precautions.

Please make sure you are checking in using the NZ COVID Tracing App, barcodes can be found at the front door and at the front desk.

If you are experiencing any respiratory symptoms – Cold, runny nose, fever, sore throat, headache, sore ears please call before coming into the practice. You will still be seen but appointments will be run slightly differently, and you will be required to wear a mask. To ensure your safety and the safety of others please always call before presenting to the clinic if you have any respiratory symptoms.

If at any point we move into Level 2 – All patients must enter through the back car park door, where you will be asked a series of questions and be asked to sign in. This is to protect you, all patients at the clinic, and our staff. We thank you for your ongoing patience.

NEW STAFF!



**Welcome to
Petria Falconer**

Please welcome our new Practice Manager Petria Falconer to the team.

Originally from Southland, Petria returned home in 2020 from Australia where she has been living for the past 14 years. After helping on the family farm for the remainder of the year Petria joined the team here in mid-December.

Petria has an extensive administration background and most recently was employed as General Manager of a large music venue in Melbourne.

Evening clinics at Gore Medical:
Good news! Evening clinics are starting again mid-March. Running on alternative Tuesdays and Wednesdays. Appointments are available with a Doctor or Nurse between 6pm – 7pm. Spaces are limited and fill up fast. Call us to book in!



Easter Hours 2021



Good Friday	Friday 2 nd April	CLOSED
Weekend	Saturday 3 rd April	CLOSED
Easter Sunday	Sunday 4 th April	CLOSED
Easter Monday	Monday 5 th April	CLOSED
Easter Sunday observed	Tuesday 6 th April	CLOSED

URGENT CLINICS do run each day at either Gore Medical or Gore Health. You MUST call before attending – this is NOT a walk in clinic. They are for urgent issues, NOT routine appointments.

Types of appointments we offer

Did you know we offer several types of appointments?

We offer standard ‘routine’ face-to-face appointments here at the centre.

We also offer phone consults and video consults with your doctor. These appointments go for the same length as a face-to-face appointment but are on the phone or a video (zoom) call.

Please let the receptionist know at the time of booking if you would prefer a phone/video consult, but please note some conditions/injuries require you to see a doctor in person.

Please note that phone/video consults are the same cost as a face-to-face appointment.

Wanting a repeat prescription or to book an appointment?

We are encouraging patients to order repeat prescriptions through **Manage My Health**, or by calling us. We are also encouraging patients to call to book in any appointments, rather than coming into the clinic. This is to avoid large numbers of patients in the clinic & waiting room while we are still at Level 1. Thank you.

NEW STAFF!

**Welcome to
Zara Mills**

Please welcome Zara Mills to our team, who is a Registered Nurse.

Zara says: "I have recently moved to Gore after growing up and studying in Dunedin. I have come from a Surgical background, having worked in an acute general surgical ward as a new graduate nurse which nurtured my interest in wound care. I am excited to be nursing within the community I am now living in. I look forward to meeting many of you here at the centre."

Over 65? You are eligible for a FREE Shingles Vaccine – please enquire with one of our nurses to book in.

Sign up to ManageMyHealth today!

ManageMyHealth is a patient portal with the patient in mind!

On ManageMyHealth you can:

- Access test results.
- Order repeat prescriptions and get them sent straight to your pharmacy.
- Email your doctor questions.
- Book appointments with your doctor.
- And much more!

All from your computer or cell phone.

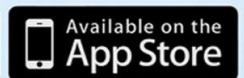
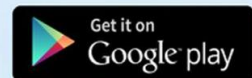
If you wish to sign up to ManageMyHealth, please bring a form of photo ID (such as drivers license) to the centre, and one of our receptionists will sign you up.

You need an email address too. Each patient must have their OWN email and password (e.g. couples cannot be on the same email / account for privacy reasons).

Must be 18+ to sign up.



**ManageMyHealth™
Mobile Apps are here!**



Flu season is fast approaching. Our Flu Vaccine clinics will be running from mid April, stay tuned for updates.



ON THE DAY APPOINTMENTS



If you phone the clinic wanting to be seen by the doctor and there are no routine appointments, you will be placed on our phone triage list. You will then be phoned by a Doctor or Practice Nurse. They will ask you questions to determine if you need to be seen in person, or if they can help you over the phone. A Doctor or Nurse can give advice, medical certificates and/or send a prescription to the pharmacy without you needing to come into the clinic (which saves you having to attend an appointment). If the Doctor/Nurse speaks to you and decides you need to be seen in person that day, be assured you will be booked into an appropriate appointment. Please note there is a fee for a phone triage consult, however if the Doctor/Nurse determines you need to come to the medical centre for a face-to-face appointment, you will only be charged for the in-person appointment. If you have any questions regarding fees, please ask the doctor at the time of your call.

PAYMENT REQUIRED AS PER OUR TERMS AND CONDITIONS

When ordering prescriptions through ManageMyHealth, requesting over the phone, or having a phone consult - all fees should be paid on the day - Payment can be made via online banking. Our bank account details are **02-0922-0049679-00**. Quote your name & D.O.B. All consultations and other services are to be paid at the time of your appointment. If you are unable to pay, pre-approval for credit must be arranged before the appointment. Any questions or queries concerning your account please contact Julie van Lieshout - Financial Manager. Julie.lieshout@goremedical.co.nz or 03 2089222 Ext 3