

**Patient Newsletter – 23rd April 2020**

## Caring for you through Covid-19



It's been a few weeks since we touched base. Next week we move out of Level 4 and into Level 3.

We have been working hard, changing the way we bring health care to you, to keep everyone safe, and make sure your health needs are met.

### What will Level 3 look like for us?

In General Practice, Level 3 will look a lot like what our current Level 4 looks like.

- ✦ We will continue to limit Face to Face consults by providing phone and virtual consultations
- ✦ The Doctors Napier, Munroe Street, will continue to run as a CBAC, so we will continue to care for you through our other clinics if you need to be seen
- ✦ All scripts will need to be sent to a pharmacy, so please have the name of the pharmacy you use when requesting a repeat prescription.
- ✦ We will continue to provide our normal services; however, this may be done in new ways for now.

## Looking after your General Health during Covid-19

This is an important time to look after yourself and be prepared for the winter months, if you have a long-term condition such as diabetes or lung disease, ring and speak with our nurses about how to arrange a plan to ensure you and your family stay well and what to do if you become unwell.

## Looking after your Mental Health & Wellbeing during Covid-19

Covid-19 has changed our daily lives. It's important to look after our wellbeing and the wellbeing of our whanau and community as we get through this – together.

Check out some top tips to get through at the [Mental Health Foundation](#) website.

### National Helplines

Need to talk? Free call or text **1737** any time for support from a trained counsellor.

[Lifeline](#) – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)

[Suicide Crisis Helpline](#) – 0805 828 865 (0508 TAUTOKO)

[Healthline](#) – 0800 611 116

[Samaritans](#) – 0800 726 666

## Drive-Thru Flu Vaccine Clinic



**Influenza.**  
Don't get it.  
Don't give it.

Starting next week, we are able to start administering Flu Vaccinations to ALL patients. We are running a Drive-Thru clinic at our Greenmeadows Clinic, 524 Kennedy Road. This is a booked service only, so please call 06 8446277 to book your appointment.

If you are not eligible for a funded vaccination there will be a \$35 charge which will



need to be paid for at the time of service. We have contactless Eftpos available at our Drive-Thru to take payments.

## Nurse & GP Appointments



### What happens when I call for an appointment?

When you contact the practice to see the doctor or nurse the reception team will take a contact number for you, you will receive a call back from one of our GP team. Please ensure you are available on the number you have given us.

If our team are able to provide a phone consultation at the time of calling you back, they will, or if an examination is required, they will arrange a video or face to face consultation for you.

### How do I pay for my consult?

All 15-minute consultations (phone, virtual or face to face) are charged as usual.

You will receive an account via email or post with your balance – you can pay by:

1. Ringing the practice and paying over the phone with a Credit Card
2. You can do online banking; Please be sure to use your invoice number as a reference.
3. If none of these options are available to you, please ring our accounts team and we can sort an option that suits you: 06 8354 696
4. Account Number: 12-3144-0001444-00

### How do I collect the prescription I ordered or the one my doctor ordered during my telephone consult?

We are presently either faxing or emailing all prescriptions directly to your pharmacy of choice for collection. Please be in contact with your pharmacy to establish the best way for you to get your medication.

## Napier CBAC



The Doctors Napier, 30 Munroe Street is a designated COVID-19 testing and assessment centre.

If you have a cough, shortness of breath, sore throat, fever, runny nose or sneezing please contact the Napier CBAC on 06 650 4000 to arrange an appointment to be swabbed/assessed by our friendly team.

Please be aware this testing IS BY APPOINTMENT ONLY.

COVID-19 testing is **FREE** – you will not be charged for your swab.

## Changes to Driver's, ACC & MSD Certificates

**Driver licences due to expire, or expired have been extended by up to six months** from April 10. The changes apply to any licences that were due to expire from 1 January (unless otherwise revoked). Those drivers over 75 can continue to drive using their existing license, as the term of the licence has been deemed to have been extended until further notice.

**ACC & MSD** have also expanded the range of services (such as renewing certificates) that can be completed via telehealth during the COVID-19 response.