

Coronavirus Update 26/03/2020

We are open but we need to change the way we do things for a while.

Stay home if you are unwell.

We request that you call us before coming into our centre on 06 8446277.

Currently The Doctors Greenmeadows, 524 Kennedy Road, is the only clinic open to the public.

The Doctors Napier is closed to the public as we are a Covid-19 Treatment & Assessment Facility. This facility is only available via referral and IS NOT A WALK-IN CLINIC.

The Doctors Greenmeadows is open 8:00am – 6:00pm.

For emergencies dial 111.

Dear patients,

New Zealand is at COVID-19 Level 4 full lock down by 11.59pm, Wednesday March 25. The alert levels and details of today's announcements are available on the [COVID-19 website](#).

As your medical care provider, we are an essential service and remain open, **with restrictions**.

There's quite a bit of information flying around about coronavirus, now referred to as COVID-19, and we know that some of you may be confused or have concerns about where to go for the right information.

We hope this communication helps you find some answers to your questions, and also lets you know what we are doing as a clinic.

Stay safe,

Kelly Baylis, Communications, Operations and Marketing Manager

WHAT TO DO IF YOU'RE FEELING UNWELL

As the COVID-19 pandemic situation unfolds, and we are all dealing with rapidly changing times, we are doing everything we can to keep both our patients and our staff safe, and we need your help and support to do this.

On advice from the [Ministry of Health](#), and a number of health organisations, we are increasing our patient triage and screening processes, and are changing the way we provide care for patients.



Our purpose is to achieve the following:

- Keep vulnerable people safe – this means people over 70, those with weaker immune systems, and people with underlying respiratory conditions (e.g. COPD, asthma)
- Slow the spread – by reducing unnecessary contact with one another
- Keep our patients safe
- Keep our team safe

Slowing down the spread of the disease is vital to protect people's health and to ensure our health system can cope and look after New Zealanders that become sick, and this is why we need to change how we do things for a while.

If you are unwell, and have travelled in the last 14 days or think you may have been in contact with COVID-19, please call the dedicated Healthline number on 0800 358 5453.

IMPORTANT QUESTIONS

Whenever you contact the clinic to arrange to be seen you will be asked four questions:

1. Have you travelled overseas in the last 14 days?
2. Do you think you may have been in contact with COVID-19?
3. Are you a health care worker?
4. Do you have a sore throat, shortness of breath, a cough or a fever?

It is really important that you answer these questions accurately, and truthfully in order for us to provide you with the right care, in the right place.

**We are now
doing phone
consults at our
practice.**

**We will triage
some patients
over the phone**



GP APPOINTMENTS

To protect our patients, staff and community, we are introducing a **telephone strategy** which aims to reduce the risk of an infected person visiting our practice and ensure we can continue meeting demand for other patients who need care.

When you contact the practice to make an appointment to see the doctor, the reception team will take a contact number for you, and you will receive a call-back from one of our GP team. Please ensure you are contactable on the number you have given us.

The doctor who calls you will ask you some questions to determine what your appointment is for, and you may end up having a remote consultation instead (telephone, email or video). **Please note:** Standard fees apply to virtual consultations.

If the doctor feels that you do need to be seen in the clinic, they will arrange this with you.

We are in the process of enabling video consultations and will advise you when this service is available.

ACC and the Ministry of Social Development have also expanded the range of services (such as renewing certificates) that can be completed via telehealth during the COVID-19 response.

We appreciate your patience and understanding and want you to take comfort in the knowledge that this is effective way for our community to unite against COVID-19.

Together, we can slow the spread.

COMING TO THE CLINIC

GP Practice & Urgent Care Clinic

We need to reduce the number of sick and vulnerable people gathering in our practices and healthcare centres, and so we ask that you phone the clinic before coming in – **please do not just turn up.**

Depending on your situation, you may be asked to remain in your car, or you may be asked to wear a mask inside the clinic.

INFORMATION

For the latest information and advice, you can visit a number of websites.

- [Covid19](https://www.covid19.govt.nz/) is the latest Government website
- [Ministry of Health](https://www.health.govt.nz/)

A yellow banner with diagonal stripes. The text 'Covid19.govt.nz' is written in a bold, black, sans-serif font.

Covid19.govt.nz

Everything you need
to know in one place

The logo for the Ministry of Health, featuring a stylized blue and orange 'M' icon to the left of the text 'MINISTRY OF HEALTH' in a white, sans-serif font. Below this, the Māori name 'MANATŪ HAUORA' is written in a smaller, white, sans-serif font.

MINISTRY OF
HEALTH
MANATŪ HAUORA



Cough or sneeze into your elbow

It keeps the virus off your hands, so you won't spread it to other people and make them sick too.

DON'T SPREAD GERMS

If you are coughing or sneezing, and aren't able to wear a mask - cough/sneeze into your elbow, **not your hand**.

Your hand then goes on to touch the things around you.



Washing and drying your hands kills the virus

Wash often. Use soap. 20 seconds. Then dry. This kills the virus by bursting its protective bubble.

WASH YOUR HANDS

The best thing you can do to protect yourself is to thoroughly wash your hands.

Check out this [YouTube](#) clip that shows the World Health Organisation way to wash your hands correctly.

CALL VOLUMES

We are currently experiencing extremely high call volumes. Please be patient with our reception and nursing teams as they work hard to process your calls.

FLU SEASON

Flu Season is on its way, and this is going to make things a little bit tricky as we manage both flu and COVID-19.

Please note that the flu vaccination does not protect against COVID-19, as they are different viruses.

Flu vaccines are available now for our patients who are **over 65, work in healthcare, or have a condition** which entitles them to a funded vaccine.

From 14 April, vaccines will be available for everyone else.

We will be running a drive through flu vaccine clinic, **please phone ahead** and speak to our reception team to make an appointment.

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

PLEASE TRY TO STAY CALM

A pandemic can be a worrying and frightening time. It is really important that we look out for one another and follow the advice we are being given in order to slow the spread.

Please try not to panic.

- **If you have travelled and are currently feeling well, self-isolate and register online with [Healthline](#)**
- **If you need to come into the clinic, call first, so we can protect you and those around you**

The COVID-19 situation is very changeable so please keep an eye on our [website](#) for updates.

LOOKING AFTER OUR MENTAL HEALTH AND WELLBEING DURING COVID-19

COVID-19 is changing our daily lives. It's important to look after our wellbeing and the wellbeing of our whānau and community as we get through this – together.

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

