

**Patient Newsletter – April 2020**

## Manage My Health message

Some patients may have received a text message asking if they would like to register to Manage My Health (MMH)

During this lock down period we have seen an unprecedented rise in our call volumes. MMH is a great way to avoid lengthy phone queues, and be able to manage your health needs online. You can request repeat prescriptions and view recent lab results, as well as keeping track of your own health indicators.

The booking appointments online option has currently been switched off, as a way for us to be able to screen patients. However, going forward, we will switch this back on.

If you would like to get registered please respond to the text message sent out, or contact us on: 06 8354696.

More information can be found at:

[www.managemyhealth.co.nz](http://www.managemyhealth.co.nz)

## Phone and Video Consultations

**We are now doing phone consults at our practices**  
**We will also assess some patients over the phone**



Our business as usual has changed dramatically over the last 2 weeks, as have our everyday lives. While our doors may be closed, we are still here to care for our community, albeit in different ways than what we were previously used to.

We are trying to limit face to face visits as much as possible, while we know at times this can't be

avoided, we are advising the majority of our patients that will be contacted via phone for a phone consultation. We are also in the final stages of setting up video consultations for our patients too.

Please note: consultation charges do apply to phone and video consultations, as they would for a face to face consult.

We are still trying to provide as many of our services as possible, to try and keep as much normality as possible during this time.

## How can I pay my account?

All accounts can be paid online:

A/C # 12-3144-0001444-00

Please quote your invoice number as a reference.

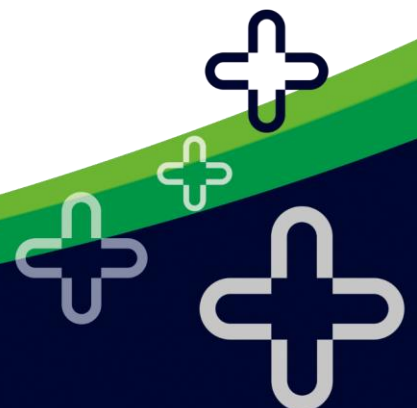
Alternatively, you can call our clinic on 06 8354696 and pay over the phone with a credit card.

## Napier CBAC



As you may now be aware The Doctors Napier in Munroe Street has now become a CBAC testing and assessment centre.

Please be aware this testing IS BY APPOINTMENT ONLY.





We are aware that Healthline are telling patients to just present for testing. Unfortunately, this is not the case. We apologise for any misinformation that is being given out at what we know is a very anxious and frustrating time for those affected.

We have followed up with Healthline for this information to be changed at their end.

If you have been advised to "just come in" please ensure you call us first on 06 6504000 so you can be given an appointment time.

## Facebook Page

For daily updates and information, the best way to keep up to date is through our Facebook page. Click the link below and Like our page to keep up with what's happening in our clinics.

<https://www.facebook.com/TheDoctorsLtd>



## Are you All Right?

Are you all right? It's a tough time right now. COVID-19 is changing everything for all of us. It's all right to feel scared, stressed, anxious or overwhelmed. Sometimes we feel like that, too.

There is a new **All Right?** campaign: **Getting Through Together - Whāia E Tātou Te Pae Tawhiti**

At the heart of Getting Through Together are three key messages:

- Isolation, not isolated
- Distance, not distant
- Aroha from afar

As well as online sources, WE are here to help. We have a number of staff here to provide support, advice and guidance through these difficult times. Please reach out if you need us! Give us a call today.

**Stay well, Stay safe, Stay home. We are all in this together**

