

## Connectmed Appointment Bookings for Phone Consultations

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

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



To protect our patients, staff and community, we have introduced from Monday 30<sup>th</sup> of March online booking for phone consults. Normal charges will apply. By introducing a telephone strategy, we will reduce the risk of an infected person visiting our practice and ensure we can continue meeting demand for other patients who need care.

From now on, you will receive a phone call from a doctor or nurse in our clinical team regarding your health issue, to see if you can have a consultation over the phone or if you need to be seen face to face. Rest assured a face-to-face consult will still be scheduled if required.

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 will endeavour to keep to the time schedule but pressure on the medical centres may make the exact time hard to keep to. Rest assured we will be ringing you. Please check that we have your correct contact details. You can check that your contact details are up to date on Connectmed.

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

You can still order repeat scripts and access test results on Connectmed.

**If you are not registered on Connectmed, please follow the instructions on our website.**