

The Doctors St Heliers - FAQs

How do I choose my new family doctor?

It is important to find a doctor who you can relate to and who is easy to talk with. Other things to consider are the proximity of the practice to home or work and public transport, availability of appointments, opening hours, access, parking and practice fees. Talking with friends and family to gain an impression of how well the practice is regarded in the local community and checking practice websites such as this one can also help. You don't have to register with a doctor straight away. You can see the doctor for an initial appointment to see if he or she is a good fit before making your decision.

How can I enrol with one of your doctors?

Please come into the surgery or call our receptionist and we will be able to assist with your enrolment at St Heliers Health Centre.

Where can I park?

Parking is available in front of the surgery for those with mobility problems. On street parking is available with a time limit (30 or 60 minutes) or further away without limit (Goldie St by Vellenoweth Green).

Can I bring someone with me when I see my doctor?

Yes, you are welcome to bring someone with you.

How do I find out about test results?

Test results can be important. If you want to find out a result you can contact us by phone, mail or email or use the ["Online Services Online Results"](#) options on this website to check them yourself. We do not routinely contact people for normal results but you are welcome to check anyway, especially if you are concerned.

Who can I see when my doctor is away?

You can see any of our doctors. We can provide you with continuous care even if your doctor is not available. We have a great team of doctors who have access to your medical records and will be able to help.

Why do I sometimes need to see the doctor for my repeat prescription?

The doctor is aware of ongoing issues and generally, it is in your best interests to have a check every 3 months if you are on significant regular medication. If you feel this is not the case you should discuss this with your doctor. Your doctor may prescribe additional minor medication as a repeat if indicated.

Why do I pay for my repeat prescription?

Your doctor has to review your record including recent consultations to be able to safely prescribe your medication. The charge is for the doctor's time to do this.

Will my doctor talk to other people about my medical conditions?

Your personal information is private and protected by the Privacy Act and by your doctor's medical ethics. This is something your doctor and all the staff at St Heliers Health Centre are very careful about. Your doctor often needs to provide your medical details to other doctors to help with treatment. Unless you give permission, your doctor will not give information or talk with family members, employers, insurance companies or anybody else who might ask.

Can I pay my account using online banking?

You can pay online to ANZ Bank 06 0193 0342284 00. Please enter your name in the reference field and the invoice number in the particulars to identify your payment. We appreciate your payment at the time of the consultation or prompt payment when this is not possible.