

## WE are HERE to care for you!

We hope you have a relaxing Easter in your bubbles!! Level three and four have meant quite a change to how we care for you as our patients. Included in this newsletter are how these changes are being managed to ensure you are kept safe. Along with The Ministry of Health we would like to remind you that keeping you well is **essential, we are here to care for you.**

### How we want to care for you.

1. Through Doctors and Nurse appointments (see below information about these)
2. Call us - if you are alone in your bubble and need support.
3. Call us - or your pharmacy if you are wondering how to get your medication.
4. Call us - If you feel unsafe in your present living circumstances - 07 9288000.

## GP & Nurse APPOINTMENTS

To protect our patients, staff and community, please call us first. This is to reduce the risk of an infected person visiting our practice and ensure we can continue meeting demand for other patients who need care.



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

When you contact the practice to make an appointment to see the doctor or nurse, 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 available on the number you have given us.

The GP or nurse will take up to five minutes to establish what type of appointment you need. This will be either a quick resolution at the time, a 15-minute telephone appointment booked later in the day or if an examination is required a face to face appointment at the clinic will be arranged.

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

### What happens when you present to the clinic for my appointment?

We are limiting the number of patients in clinic at any one time. You will be greeted at the door by one of our nurses or receptionists wearing a mask.

If your doctor is ready for your appointment you will be asked to put on a mask and directed to the examination area (at the moment this is not the Doctors room where you are usually seen). Your doctor will meet you and they will also be dressed in protective clothing.

### How do I pay for my consult?

All consults are charged as usual.

You will receive a txt or account in the post with your account balance - you can pay by:



1. At reception if your appointment is face to face.
2. Ringing the practice and paying over the phone with your card.
3. You can do online banking to our account, The Doctors Tauranga 01 1839 0160709 02. The number is also included in your account balance that is either texted or posted to you.
4. If none of these options are available to you, please ring our accounts team and we will sort options that suit you. 079288000

- book appointments with doctors (restricted at this time)

You can access it on our website [thedoctors.co.nz](http://thedoctors.co.nz)

## WELL PATIENT GENERAL HEALTHCARE

It is important you continue your general healthcare during this time.

We have times when we see patients for things like:

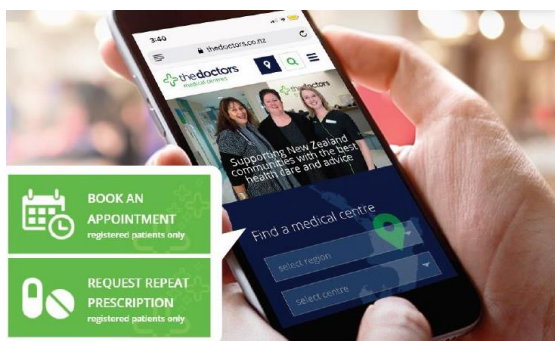
- adult and childhood immunisations,
- six-week baby checks,
- cervical smears,
- wound care, etc
- skin checks

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

We are presently faxing all prescriptions to your pharmacy of choice for collection or delivery. Please contact your pharmacy to establish the best way for you to get your medication.

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

### You can request repeat prescriptions online through our patient portal



- request repeat prescriptions
- access test results

### ACC and Ministry of Social Development changes.

[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.

### Long Term Conditions



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 to if you become unwell.

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

#### FLU VACCINATION CLINICS



Thank you to those who made our combined drive-through flu clinic for **eligible** patients (+65, long term conditions, pregnant or healthcare workers) such a success, we immunised 1900 people in four days!! If you missed this clinic you can still have your vaccination by booking an appointment in our flu clinics. We will come and immunise you in your car in our carpark. Flu vaccines for **non-eligible** patients will be available at the beginning of May

#### Stay safe with good hygiene

**Wash hands for 20 seconds, dry hands for 20 seconds.** Always wash hands:

- before eating or preparing food
- after sneezing, coughing, blowing your nose or wiping children's noses, gardening, contact with animals, going to the toilet, changing nappies or looking after sick people

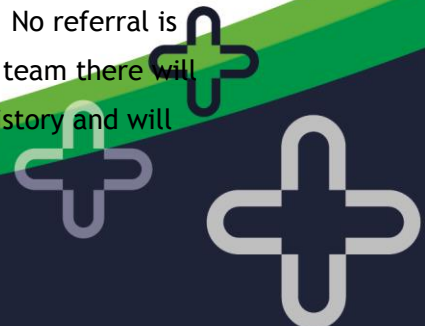
Take care to sneeze/cough into the crook of your elbow.

Maintain surfaces by cleaning thoroughly, using detergent and drying completely



#### What is a Community Based Assessment Centre (CBAC)?

The CBAC is running at the Trustpower Arena and is a District Health Board initiative to screen people with acute respiratory symptoms that could be suspicious of Covid-19. No referral is necessary. The clinical team there will assess symptoms and history and will



decide if a swab needs to be taken.

Opening hours vary so please ring us if you are worried about symptoms.

Contact Healthline 0800 358 5453, our medical centre or present to CBAC or for advice if :

1. you have had international travel in the past 14 days, **OR**
2. had close contact with the confirmed virus in the past 14 days, **AND**
3. have (or had) a fever, cough, shortness of breath or a sore throat

## INFORMATION

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

- [Covid19](#) is the latest Government website
- [Ministry of Health](#)
- [Bay of Plenty District Health Board](#)

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.

## 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 you through

The Doctors Tauranga  
434 Devonport Road  
Tauranga  
07 9288000  
manager@centralmed.co.nz  
presently 8am -5pm



care + advice

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](#) - 0508 828 865 (0508 TAUTOKO)

[Healthline](#) - 0800 611 116

[Samaritans](#) - 0800 726 666

Have a great week and thank you for your continued support at our medical centre.

**From the team at The Doctors  
Tauranga**

