

## It's still safe to visit our centre

### Don't be put off if we are wearing a mask, we're still here to help you

We want you to know that it is still safe to come in and visit our medical centre if you need an appointment. A reminder Manage My Health can be used for ordering repeat medications and booking appointments.

**We haven't had coronavirus here that we know of, but we are taking precautions to keep our facilities, staff, yourself and other patients safe.** We are following all Ministry of Health guidelines.

It could mean some of our team are wearing a mask – don't be frightened, there are many different reasons why people may do this. You do not need to wear masks yourself unless suffering cough or cold symptoms.



Please help us to keep our medical centre safe :

**Protect our staff & other patients:  
If you have a cough, cold or flu-like  
symptoms - please phone us first,  
before coming inside the centre**

### Winter Illnesses & 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** book an appointment to ensure you and

your family have a plan for how to stay well and what to do to if you become unwell.

## Coronavirus? Phone Healthline

**Coronavirus?  
Phone Healthline  
0800 358 5453**

If you, or someone you know think you have coronavirus symptoms **phone Healthline first 0800 358 5453**. They will ask questions, assess your situation and give you advice or instructions about next steps that might involve self-isolation, visiting a medical centre or hospital.

### Contact Healthline if :

- you have travelled internationally in the past 14 days, **OR**
- had close contact with the confirmed virus in the past 14 days, **AND**
- have (or had) a fever, cough, shortness of breath or a sore throat

## 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 and 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.

## We're now moving towards Phone Triage

This means that if you are ringing for a same day appointment, your name will be taken and a clinician will ring you back to assess you for an appointment, we maybe able to resolve your concerns over the phone (normal charges will apply).



You can request repeat prescriptions online through our patient portal

Talk with reception to register, it's easy !



Anytime 24/7 you will be able to :

- request repeat prescriptions
- book appointments with doctors
- access test results

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

## Flu Vaccinations 2020

**From 18 March : health workers + eligible persons e.g. +65 yrs and those with long term conditions/cancers/pregnancy.**

**From 13 April : for general public**



Talk with reception. We will share more info on flu clinic dates and times soon.

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

**From the team at**

**The Doctors Tauranga**

