

Jill Fleming is Retiring

Jill Fleming or “Lady Jill” as she is known to her colleagues at The Doctors Tauranga celebrated her retirement in January. As part of Jill’s 40 years of nursing, she contributed 31 years to primary health care in Tauranga, all this time working alongside Dr O’Connor. We would like to thank Jill for her high standards; and the impact she had as a nurse on her patients, and friendship and support to her colleagues. Jill says there is a time for everything, it is time for Jill to hang up her star, pursue her musical passion and enjoy her retirement with husband John. The Doctors Tauranga would like to wish her health and happiness in this.



Lower Patient Fees

From 1 April 2019, The Doctors Tauranga will reduce doctor and nurse standard consultation fees for **Community Services Card holders**.

Community Services Card holders will pay a maximum of \$12.50 per visit for youth 14-17 years, and \$18.50 per visit for those aged

18+ years. Plus, all visits are **FREE** for children under the age of 14 years.

To check your eligibility for a community services card, visit www.workandincome.govt.nz

If you have any queries at all about this please phone us on 07 928 8000 or email reception@centralmed.co.nz



Medical word for the week

Hypnagogic Hallucinations

Abbrev: Vivid nighttime visions during your sleep may be what's known as **hypnagogic hallucinations**. ... In fact, **hypnagogic hallucinations** are among the four most common narcolepsy symptoms, along with sleep paralysis, daytime sleepiness, and cataplexy—a sudden loss of muscle tone and control while awake

Hospital referrals and Lab results

Please be aware we don’t routinely notify you about normal blood test results, however please feel free to ring the nurse line or look in your patient portal to view these.



If your GP refers you to the hospital specialist/clinic you will be notified by post from them that they have received your referral. If you have not heard from the hospital within 10 days please feel free to call the hospital on 07 579 8000 and ask for the **booking line** to follow up.

Manage My Health

We have the patient portal Manage My Health available for your convenience:
www.managemyhealth

Manage My Health is an online system that allows you to :

- Check you lab results
- Order repeat prescriptions
- Book your own GP appointments
- Update your personal details

Talk to one of the practice team to register or email your full name and date of birth to
reception@centralmed.co.nz

Calling the doctors

When you call us, there is an automated answer service where you will be prompted to press keys for different services. This will help get you to the appropriate service you need as quickly as possible.

Press 1 to speak to reception and to book appointments

Press 2 to record repeat prescriptions (please allow 48 hours)

Press 3 to speak with a Nurse or obtain lab results

With the large number of calls we receive please be aware there may be a delay in answering your call, peak times are 8 -9am and 12 – 2pm – Monday's and after public holidays are our busiest.

Speaking with your doctor

Our doctors are face to face with patients in appointments all day, please note if you request to speak with a doctor your call will be forwarded to the nurses. Messages for doctors to call patients will be passed on, however we cannot guarantee when these will be returned.



The Doctors Tauranga Values

Care for our community

Work together

Do the right thing

Look after each other

