

## The Cost of Health Care in New Zealand

Healthcare in New Zealand is a mixture of free services and subsidised services (where patients pay a fee to cover some of the costs). We will always try to ensure all our patients benefit from any funded services that they are eligible for.

Providing health care services and running a medical centre comes at a cost, including wages, building costs and medical supplies. Some services and fees, while subsidised, are in place to cover these costs.

Free and subsidised care is only available to New Zealand residents, with exceptions in some cases for visitors from countries like the UK and Australia as these countries have reciprocal agreements with New Zealand.

Ask our reception team if you think you may be entitled to a funded service for your visit.

## Useful Information About Fees at The Doctors

### General Practice Services

- Payment is due at time of consultation
- Accounts that go unpaid may be sent to Debt Collection. All fees incurred during this process will be added to the original debt
- All non-enrolled patients will be required to pre-pay for services
- New enrolments to practices will incur a new patient fee
- Some services will incur additional fees depending on the time and nature of the visit
- A standard GP consultation is 15 minutes - please book a double appointment if you have lots to discuss
- There may be a charge for any additional time with the doctor
- Our practice nurses are skilled professionals and there is a fee when you see them for advice or services
- Additional procedure charges may also apply
- If you have a Community Services Card, you may be eligible for a reduced consultation or prescription fee
- Charges may be applied for missed appointments without giving minimum 2 hours' notice

### Urgent Care Services

If you are enrolled with us and your matter is not ACC related or acute, it is more beneficial for you to be seen in a GP appointment. If we can offer you a GP appointment within 24 hours, we encourage you to book this as it will be cheaper for you.

