

Welcome to Kauri HealthCare



Kauri
HealthCare





KAURI HEALTHCARE WELCOME PACK

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KAURI HEALTHCARE WELCOME PACK

Excellence,
Compassion,
Respect,
Sustainability,
Equity

Proactive and
responsive
quality health
care across the
life span



To improve
quality of life by
providing
sustainable,
compassionate,
comprehensive
health care
services

Our Staff

All our Kauri HealthCare Staff aim to provide a warm, welcoming and compassionate service to our patients.

We will endeavour to treat you with respect, dignity & independence, free from discrimination. We will do our utmost to provide you with services of an appropriate standard and to communicate effectively with you.

While we acknowledge that you may not be feeling your best when you interact with us, we do still expect that you will treat all our staff as you would expect to be treated yourself.

With respect, dignity and free from discrimination

- Any behaviour that makes our staff feel unsafe will not be tolerated, nor will we accept any behavior that is disrespectful to our staff including any verbal abuse.
- All staff members of Kauri HealthCare want the best health outcome for you and your family.
- Please treat all our staff with respect and courtesy.
- We look forward to sharing this journey with you and are pleased that you are part of our Kauri HealthCare family.

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Our Team

Kowhai



Dr Tim Ho
Dr Kathleen Leong
Dr Duanne Cavan
Registered Nurses: Kelly, Sarah
Long Term Conditions Nurse: Julia
Health Care Assistant: Ashleigh

Totara

Dr Duanne Cavan
Registered Nurses: Wai, Steph
Long Term Conditions Nurse:
Health Care Assistant: Ashton

Rimu Roa

Dr Andy Greenway
Dr Tim Crowe
Dr Miranda Walkinton
Registered Nurses: Anny, Sharon
Long Term Conditions Nurses: Tracey McNeur
Health Care Assistant: Carol

Rata



Dr Su Pothina
Nurse Practitioner Janice Harrington
Registered Nurses: Melody, Laura, Susan
Long Term Conditions Nurse: Brenda Moana
Health Care Assistant: Carol

Tawa

Dr Michael Short
Dr Sonali Hewage
Dr Laura McAuley
Registered Nurses: Adele, Floss
Long Term Conditions Nurse: Brenda
Health Care Assistant: Holly

Nikau



Dr Anna Skinner
Dr Derryn Brain
Registered Nurses: Sophie, Jo
Long Term Conditions Nurses: Emilie
Health Care Assistant: Mel



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Kauri @ Central Medical

174 Featherston Street

We have a number of Nurses, Nurse Practitioners and Doctors who rotate through this satellite clinic.

Operating Hours

The Practice is open Monday to Friday from 8.00am to 5.30pm for routine doctor appointments. On Monday and Thursday, we run late night clinics until 7.30pm for routine appointments.

Our satellite practice, Kauri @ Central on 174 Featherston Street is open 08:30am – 5.30pm Monday, Thursday and Friday; Tuesday and Wednesday 8.00am – 5.30pm.

Our acute Clinic is open from 7.30am – 5.00pm for acute ‘on the day’ appointments only.

Routine appointments are 15 minutes. Should you require longer than the standard appointment time please advise the receptionist of this when making your appointment. There may be an additional cost for double appointments.

If you require medical help outside these hours, please either:

- For face to face doctor care visit City Doctors 6-8 pm Monday to Friday and 8 am – 8 pm Saturday – Sunday
- For afterhours phone triage advice call 0800 373 030
- For all other general health information please call Healthline on 0800 611 116

In the case of a medical emergency ring 111 or go to the Emergency Department, Palmerston North Hospital, Ruahine Street

Appointments

Appointments are for 15 minutes. If you need to be seen, please phone as early in the day as possible. If you are unwell and need to be seen urgently or on the same day, you will speak to a nurse who will help assess you and plan a course of action. It can take up to 7-10 days for a booked routine appointment.



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Please tell the receptionist when you ring if you are not sure whether you need a standard appointment. Some problems may be dealt with by the nurse (cheaper for you) or you may need a double appointment. This particularly includes medical examinations for work, insurance, driver's licences etc.

If you need to cancel an appointment, please let us know as soon as possible so we can give the appointment time to someone else. Failure to do so will result in a fee being charged.

If we have your cell phone number, you will receive a text reminder the day before your appointment.

Acute Walk-in Clinic

Bookings are not necessary – but please check in at reception on arrival

These appointments are for urgent on the day appointments that cannot wait for a routine appointment.

How it works:

- You will be triaged by a nurse, usually within 15 minutes of presenting at reception
- You will then be seen either by a Doctor or Nurse Practitioner or you may be triaged away or have an appointment made for another day
- Patients are seen in priority of urgency i.e.
 - Chest Pain
 - Excessive Bleeding
 - Severe Pain
 - Shortness of breath or difficulty breathing

Please advise reception staff when you arrive if you have any of the symptoms above

- As this is a walk-in clinic, **THERE WILL BE A WAIT** – waiting times are posted in the waiting area, on the wall by the entrance to the clinic.
- We charge more for this service as more staff are involved to provide this care to you, to avoid hospital admissions and our patients having to present at other afterhours facilities.

Note: This is an acute on the day service (WINZ certificates do not qualify for this service)



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After Hours Service

Should you require medical care outside of hours please contact either:

- For face to face doctor care visit City Doctors 6-8 pm Monday to Friday and 8 am – 8 pm Saturday – Sunday
- For afterhours phone triage advice call 0800 373 030
- For all other general health information please call Healthline on 0800 611 116

Patient Portal

At Kauri HealthCare we use Myindici as our patient portal. This allows you to book appointments, talk to your doctor via email and see your test results. To register for this service please contact reception; (or) call the practice (or) email admin@kaurihealthcare.nz

TXT2Remind

You will be reminded that you have an appointment for the next day if you supply us with your cell phone number. We are also able to use this facility to contact you regarding your results.

Self-check-in kiosk

We now have a check in kiosk at reception for your standard, booked appointments. You will find this to the left of the reception desk, and you are more than welcome to use this to check yourself in. For any walk-in appointments, you will need to see a receptionist.

Payment

We have a pay on the day policy

Payment can be made by Cash, Cheque, Eftpos, Credit Card and payWave

Please note that failure to pay on the day will result in a \$6.00 admin fee being added to your consult, unless prior arrangement is made with the practice. To discuss your account please contact either admin@kaurihealthcare.nz or accounts@kaurihealthcare.nz

- If you need to see the Dr or Nurse for several visits i.e. vaccines given over several weeks, it will be possible to pay for these at the end of the time.



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- Some of our patients find it easier to set up an Automatic Payment to pay their account off on a weekly or fortnightly basis. Please ask at reception if you wish to use this option. Forms are also included in this pack.
 - Please include your name and chart number in Section C.
 - Alternatively, you can have a portion of your WINZ Benefit redirected to us, to assist in the payment of your account.
 - Any outstanding fees will be sent an account on the 1st of the month via text. If these remain unpaid letters will be sent to you requesting payment. Should no effort be made to clear debts we will then have to contact our debt collector to retrieve payment. Any costs associated with retrieving this debt will be passed on to you.
-
- If you are having difficulty paying, please contact the practice. Even a small regular amount – eg \$5 weekly – can often cover the cost.
 - *Please also refer to KHC – Terms and Conditions*

All new patients and casual patients must pay for their initial visits to Kauri HealthCare.

Practice Nurse Service

We are trying to reduce your health costs – our Registered Nurses can do a lot!

Fees: 18+ yrs. \$31 standard nurse consultation or \$19.00 for CSC holder, 14-17yrs - \$31 or \$13.00 for CSC holders. An extra fee is charged for materials used and long consultations.

Please ask for a Nurse Appointment for the following:

- Well Health Checks (men at 45 and 60, women at 50)
- Routine Vaccinations
- Cervical Smears
- Bladder Infections
- Blocked Ears
- Warts
- Routine checks of Blood Pressure, asthma
- Dressing changes
- General Health advice
- Cardiovascular Risk Assessment



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- Sexual Health Checks (may be free)
- Smoking Cessation – Ask to see the Smoking Cessation Coordinator

Our **Health Care Assistants** are also available and can do Blood Pressures, Urine tests and ECG's amongst other things. They work closely with our Registered Nurses

Please ask to see the [Nurse then the Doctor](#) for the following:

- Medicals for Insurance / Employment / Drivers' Licenses / Medical examinations,
- 'Full Health Checks', 6-week immunisations, new patient checks, refugee appointments

Immunisations

There is a series of immunisations that children can have from 6 weeks of age. Book an appointment with a Registered Nurse.

Long Term Conditions Nurse Team

This skilled team see patients with long term health problems. This is a group of highly trained Registered Nurses and they work within your health care team.

Some of the things they do:

- Annual reviews for diabetics
- Comprehensive health assessments
- Group sessions for pre diabetics
- Winter wellness plans for people with chronic chest problems
- Commence diabetic patients on insulin ... And many more

Specialist Services

Healthy Sleep Clinic

Provides help for people who have sleep difficulties such as:



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- Sleeping at wrong times of day so unable to sleep at night
- Disturbed sleep following overseas travel
- Waking feeling tired & unrefreshed,
- Daytime fatigue from poor sleep
- Paediatric sleep problems,
- Primary Insomnia
- Chronic Insomnia
- Restless legs
- Parasomnias
- Shift work
- Snoring
- Jet lag
- Help to stop benzodiazepines & other sleep medications.

Cost: First Appointment \$120.00
Subsequent Appointments \$60.00

Phone our practice or email: Sleepclinic@kaurihealthcare.nz

Other specialist services include:

- IUD Insertions
- Skin Clinic
- Minor Surgery
- Elder Health
- Physio
- Vein Clinic
- Life Unlimited – Hearing Clinic
- Gynaecology Clinic
- Gastroenterology Clinic
- District Nursing Service
- Smoking Cessation Clinic
- Child Health Asthma and Eczema Clinic
- Cardiology Clinic



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- Massey FACT Psychology Service
- IV clinic
- Spirometry
- Fracture Clinic
- Louise Reiche Private Skin Clinic

Prescriptions

Repeat prescriptions are given at the discretion of the GP or Nurse Practitioner.

- Repeat phone prescriptions can be done and either collected or faxed through to a Pharmacy.
- **Routine prescriptions cost \$19.00, allow 2 working days for completion.**
- **A same day script costs \$35.** If you are collecting the script it will be available after 4pm that day, if ordered in the morning.

Note: We do not charge you to fax your script through to your Pharmacy, however some Pharmacies do charge to receive scripts this way. When you request a script please give a list of each medication you need, your name, DOB and phone number.

Results Procedure

We will only contact a patient if they have an abnormal result. The nurse will phone back at a time that is suitable to them. If you would like to discuss your results with a GP or a Nurse Practitioner, it may be possible to organise an appointment for a phone consult with your doctor, there will be a charge for this.

OR

Consider enrolling with MyIndici, our online patient portal, then you will be able to access your results online. *See further information in MyIndici section*

Complaints

You are encouraged to let us know if you have a complaint. If you are unhappy with the way something has been handled or treatment you have received please discuss it with a doctor, one of our staff, or send us a written complaint. Please refer to your rights under the Health and Disability Code. Our staff will provide you with the relevant pamphlet. If you find it difficult to bring it up in person, please write it down and send it to us. We have a standardised form for complaints,



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which we would prefer you to complete. If you mark the envelope "Confidential" only the addressee will open it. All complaints will be responded to within 10 working days.

Complaint forms are available in the practice or you can ask for a form to be completed on your behalf by a Kauri HealthCare team member. We take your complaints very seriously.

Suggestions

We always try to offer you the best service that we can therefore we would appreciate hearing from you if you have any suggestions regarding your experiences with us. Please feel free to complete a form and drop it into the Suggestions Box at reception.

We do welcome your feedback, this kind of information enables us to work towards a better quality service.

Fees

Some of our charges have already been mentioned, however the following fees apply for a standard consultation

	GP or Nurse Practitioner	Acute Clinic Appointments	KHC Enrolled patient with Community Services Card	Casual Patient
Adult 18+	\$45	\$55	\$19.00	\$80.00
Child 14-17	\$41	\$51	\$13.00	\$80.00
Child under 14	Free	Free	Free	\$40.00
Registered Nurse Consultation:	18+ yrs \$31 14-17yr \$31		CSC \$19.00 CSC \$13.00	
Health Care Assistant Consultation:	\$10-15 (depending on procedure)			

All fees are displayed in the practice and are subject to change at any time.

Your Details

Should any of your details change while you are registered with us we need to know to keep our records up to date. So please advise us if you:



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- Change your residential address, email address, phone numbers
- or other contact details
- Change your name by marriage or deed poll
- Have a change of employment
- Have new Community Services Card details (including Gold Card)

My Indici

If you have never attempted to register for **my indici™** then you can go to the link below to set up your account.

<https://myindici.co.nz/Account/RegistrationIndici?ID=94DC7969-5DBE-4FF1-A19B-2838E5BA5807>

Or go to our Website:

www.Kaurihealthcare.nz and go to the link at the bottom of the page.

Passwords must be eight characters long, include at least one letter, two numbers and you cannot include your first, middle or last name.

We recommend you use Google Chrome internet browser to use **my indici™** however you can use the latest version of Firefox, Safari, Edge or Internet Explorer 11 to access the site.

The new **my indici™** sign up page will require four pieces of information – your:

1. First, middle and last names.
2. Date of birth.
3. NHI (you can get this from MMH full website app/view profile if not known)
4. Email (MMH username).

my indici™ will match all the information entered with your patient record from indici for its correctness, which will result in three possible scenarios.

- Full access: Enjoy the benefits of your **my indici™** medical record.



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- Partial access: Contact your practice for assistance.
- No access: Contact your practice for assistance.

Once registered on **my indici™** you can work together with your health professional to develop and actively manage your health and lifestyle plans – at anytime, from any device. The **my indici™** secure online system allows you to:

- view medical information
- see lab results
- book appointments
- request repeat prescriptions
- share your personal health plans
- get appointment reminders
- communicate with your health professional via secure messaging, phone or video.

If you have any questions, please either call the practice, or email us at admin@kaurihealthcare.nz

KHC – Terms and Conditions

PATIENT ADVOCACY

Should you have a complaint about the quality of our service we encourage you to bring it to our attention as soon as possible. Kauri HealthCare maintains an active consumer complaint process alongside our clinical and organization quality and risk processes. You may lodge your complaint by contacting any of our staff. Kauri HealthCare supports the promotion and protection of the rights of health and disability consumers. Therefore should your complaint not be satisfactorily resolved we encourage you to contact the Health and Disability Advocacy service, by contacting them on 0800 555 050 or by emailing advocacy@hdc.org.nz. The Health and Disability Commission web site at www.hdc.org.nz has further information on your rights as a health consumer. The service aims to assist consumers to achieve consumer-centered health and disability services and resolution of complaints. Independence, accessibility, confidentiality and ethical practices are key components of the services.

HEALTH INFORMATION PRIVACY STATEMENT

We adhere to the following Central Primary Health Organization **Health Information Privacy Statement**. In acknowledging you have read and agree with the Health Information Privacy Statement you confirm that you understand the following.

Access to my health information



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I have the right to access (and have corrected) my health information under Rules 6 and 7 of the Health Information Privacy Code 1994.

Visiting another GP Practice

If I visit another GP who is not my regular GP I will be asked for permission to share information from the visit with Kauri HealthCare. If I have a High User Health Card or Community Services Card and I visit another GP who is not my regular GP, he/she can make a claim for a subsidy, and Kauri HealthCare will be informed of the date of that visit. The name of the GP I visited and the reason(s) for the visit will not be disclosed unless I give my consent.

Patient Enrolment Information

The information I have provided on the Patient Enrolment Form will be:

- held by Kauri HealthCare
- used by the Ministry of Health to give me a National Health Index (NHI) number, or update any changes
- sent to the Central Primary Health Organization and Ministry of Health to obtain subsidised funding on my behalf
- used to determine eligibility to receive publicly funded services. Information may be compared with other government agencies but only when permitted under the Privacy Act.

Health Information

Members of my health team may:

- add to my health record during any services provided to me and use that information to provide appropriate care
- share relevant health information to other health professionals who are directly involved in my care.

Audit

In the case of financial audits, my health information may be reviewed by an auditor for checking a financial claim made by Kauri HealthCare, but only according to the terms and conditions of section 22G of the Health Act (or any subsequent applicable Act). I may be contacted by the auditor to check that services have been received. If the audit involves checking on health matters, an appropriately qualified health care practitioner will view the health records.

Health Programs

Health data relevant to a program in which I am enrolled (e.g. Breast Screening, Immunisation, Diabetes) may be sent to the Central Primary Health Organization or the external health agency managing this program.

Other Uses of Health Information

Health information which will not include my name but may include my National Health Index Identifier (NHI) may be used by health agencies such as the District Health Board, Ministry of Health or Central Primary Health Organization for the following purposes, as long as it is not used or published in a way that can identify me:

- health service planning and reporting



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- monitoring service quality payment.

Research

My health information may be used for health research, but only if this has been approved by an Ethics Committee and will not be used or published in a way that can identify me.

Except as listed above, I understand that details about my health status or the services I have received will remain confidential.

The practice participates in a national survey about people's healthcare experience and how their overall care is managed. Taking part is voluntary and all responses will be anonymous. Patients can decline the survey or opt out by informing the practice. The survey provides important information that is used to improve health services.

TERMS OF SERVICE

Our standard consultation fees are available upon request and maybe adjusted from time to time. Our fees are GST Inclusive and take into account the following factors:

- a) the time spent;
 - b) the complexity of treatment
 - c) the cost of materials, equipment, staff and overheads
 - d) funding available from the government, public and other sources
1. We require payment of our fees immediately after your consultation or service provided. We accept debit and credit cards, payWave and payment by cash and cheques.
 2. If payment is not made immediately, we will invoice you and may charge you an administration fee for doing so. Your account may be sent to a debt collection agency if not fully paid within 30 days. We may also:
 - a) charge you the cost of recovery of the outstanding fees and interest including our legal costs on a solicitor/client basis, any court costs and disbursements, service or collection fees; and / or
 - b) require you to agree to a payment plan, including automatic payments
 - c) decline to provide you with further health services - except in the case of an emergency
 3. Prices quoted for services may be adjusted from time to time, and the customer agrees to pay any such adjusted price.
 4. Any accounts outstanding at month end incur an administration fee of \$6.00.
 5. Interest may be charged on overdue accounts at a rate to be decided by Kauri HealthCare.
 6. No goods supplied by Kauri HealthCare may be returned for credit.
 7. Supply of goods for personal use will be covered by the Consumer Guarantees Act.
 8. In this document:
 - a) "You" means any patient of Kauri HealthCare and



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- b) We”, “Us” and “Our” means Kauri HealthCare
9. You authorise us to:
- a) make enquiries with any previous medical practitioners and health professionals you may have engaged regarding your medical history and you authorise disclosure by those people to us
 - b) send you information about how we may assist you by providing other medical or health services to you
 - c) make enquiries from time to time with credit agencies regarding your credit history and to release information from time to time to the extent where necessary for the purpose of making such enquiries (and you authorise disclosure by those agencies to us);
 - d) disclose any information about you for the purpose of instructing other persons including a debt collecting agency to recover any outstanding fees from you; and
10. You acknowledge that:
- a) All services may attract a fee unless clearly stated otherwise; and
 - b) you remain liable for all fees, costs and disbursements (e.g. laboratory testing) charged by us for the services provided notwithstanding that these may be recoverable by us from a third party (e.g. insurance providers)



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Privacy Brochure for Patients

Our practice follows the rules set out below whenever we collect, use, store or disclose information about your health.

Collecting your health information

When we collect health information from you we will:

- only collect the information for the purpose of treating you (or for some related purpose);
- collect the information directly from you unless you have authorised us to collect the information from someone else (or we have some other lawful reason for collecting the information from someone else); and
- tell you why we are collecting the information and what we will do with it.

Using your health information

We will not use your health information for any purpose other than for the purpose of treating you unless we get your consent or we will use your information in a way that doesn't identify you (or where we have some other lawful reason for doing so).

Storing your health information

We will store your health information securely so that only authorised people can access or use your information.

Disclosing your health information

We will not disclose your health information to anyone without your consent unless we have a lawful reason for doing so.

Access and correction of your health information

You can ask us to confirm whether we hold information about you. If we hold information about you, you have the right to access the information.

You can ask us to correct any information that we hold about you if you think that the information is inaccurate. If we refuse to correct your information, you can ask us to put a note on your information that states that you have asked for the correction to be made.

Enquiries

If you have any concerns about any matter relating to your health information, please ask to speak to our privacy officer.

All Kauri HealthCare staff are bound by these privacy issues



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