

# AVALON MEDICAL

## INFORMATION FOR PATIENTS

Welcome to **Avalon Medical**. We are pleased to have you join our practice and look forward to supporting you and your whānau with safe, respectful, and high-quality healthcare.

### Practice Hours

**Monday – Friday:** 8.00am – 5.00pm

**Saturday & Sunday:** Closed

### Information for New Patients

#### Transfer of Medical Records

Once you are enrolled, we will request your medical records from your previous doctor within **5 working days**. Your previous practice has up to **10 working days** to supply these records. While this process can take up to **three weeks**, we aim to complete it as promptly as possible.

#### Your First Appointment

For your first visit, please bring:

- All current medications (in original packaging), or
- A copy of your most recent prescription from your pharmacy

Please also bring any information that may assist your doctor in understanding your medical history or current health concerns.

### Prescriptions

#### Repeat Prescriptions

- Evidence of your current medication, including dosage and quantity, is required
- A medication review with your doctor is required at least **every six months**

#### Controlled or Habit-Forming Medicines

Requests for controlled drugs or habit-forming medicines will only be considered following a **clinical review** of your existing management plan. This usually requires receipt of your medical records or other relevant supporting information.

## Appointments

### Consultation Length

Standard consultations are **15 minutes** and are usually suitable for one main concern. If you have more than one issue to discuss, please advise reception when booking so a longer appointment can be arranged.

Follow-up appointments are available as required and will incur the applicable fee.

## Identification & Eligibility

The Ministry of Health requires all patients to provide:

- Approved **proof of identity** (e.g. passport, birth certificate, or other photo ID), and
- Proof of **eligibility** for publicly funded healthcare in New Zealand (e.g. citizen, resident, visa, refugee status)

## Our Team

Our team includes experienced doctors, nurse practitioners, nurses, healthcare assistants, and administrative staff who work together to support your care.

You can meet our clinicians and staff on our website or ask reception if you need assistance.

## Services Available

- Immunisations & vaccinations
- B4 School Checks
- Sexual health checks
- Family planning
- Quit smoking support
- Diabetes and cardiovascular risk reviews
- Long-term condition management
- Mental health care
- Lifestyle and weight management
- Minor surgery
- Skin checks and mole mapping
- Wound care

- ECG and spirometry
- Driving medicals
- Palliative care
- Injuries and sports medicine

## Fees & Funding

Avalon Medical is a **Very Low Cost Access (VLCA)** funded practice and maintains patient fees in accordance with Ministry of Health requirements.

### GP Consultation Fees (PHO-Enrolled Patients)

#### CSC Holders

- Children 0–13 years: **\$0**
- Children 14–17 years: **\$16.00**
- Adults 18+ years: **\$20.00**

#### Non-CSC Holders

- Children 0–13 years: **\$0**
- Children 14–17 years: **\$18.00**
- Adults 18+ years: **\$25.00**

### Casual Patients

Casual patient fees vary by age and eligibility. Please ask reception for current pricing.

## Payments

Fees are payable **at the time of consultation**.

Accepted payment methods:

- Cash
- Debit or credit card
- Online banking
- Automatic payment or direct debit (by arrangement)

## After-Hours Care

Outside normal opening hours, calls are redirected to **Whakarongorau Aotearoa** for medical advice:

- Weekdays: 5.00pm – 8.15am

- Weekends: 24-hour service

## Test Results

Our usual practice is to contact patients **only if results are abnormal** or if prior arrangements have been made. If you have not heard from us, you are welcome to contact the practice to confirm your results.

## ManageMyHealth – Patient Portal

ManageMyHealth allows you to:

- View laboratory results and immunisation records
- Request repeat prescriptions
- Receive recalls and reminders
- Send brief messages to your care team

Reception can assist you with registration.

## Reminders & Preventive Care

We may contact you with reminders for health checks or preventive services relevant to your care. If you prefer not to receive reminders, please discuss this with your nurse or doctor.

## Interpreter Services

Interpreter services are available through **Ezispak.nz**. Please let our staff know if you require language support.

## Your Health Information

Your medical record is confidential. Avalon Medical manages health information in accordance with the **Health Information Privacy Code 2020**. Relevant information may be shared with other health professionals directly involved in your care.

## Your Rights & Feedback

Avalon Medical complies with the **Code of Health and Disability Services Consumers' Rights**.

We welcome feedback as part of our commitment to continuous quality improvement. If you have concerns, please speak with us directly. You may also contact an independent advocate at the Health and Disability Commissioner's Office on **0800 11 22 33**.

## **Respectful Behaviour**

Avalon Medical is committed to providing a safe and respectful environment for patients, whānau, and staff. We ask that all interactions are conducted respectfully. Abusive, threatening, or discriminatory behaviour will not be tolerated.

**Contact Us** Phone: 07 846 0082 Email: [enquiries@avalonhealth.co.nz](mailto:enquiries@avalonhealth.co.nz) Website: [www.avalonmedical.co.nz](http://www.avalonmedical.co.nz)