

# NEW PATIENT QUICK START GUIDE

## Welcome to Avalon Medical

This quick guide covers the most important information to help you get started with our practice.

## Before Your First Appointment

Please bring:

- Photo ID
- Proof of eligibility for funded healthcare in New Zealand
- All current medications or a copy of your most recent prescription
- Any relevant medical information

We will request your medical records once you are enrolled. This can take up to **three weeks**.

## Appointments

- Standard GP appointments are **15 minutes**
- Usually suitable for **one main concern**
- Let reception know if you need a longer appointment
- Follow-up visits may be required and will incur the usual fee

## Prescriptions

- Evidence of current medication is required
- Medication reviews are required at least **every 6 months**
- Controlled or habit-forming medicines require a clinical review

## Fees & Payments

- Avalon Medical is a **VLCA-funded practice**
- Fees are payable **on the day**
- Payment methods include cash, card, and online options

## Test Results

- We usually contact you **only if results are abnormal**
- You are welcome to call us if you have not heard from us

## ManageMyHealth

Register for ManageMyHealth to:

- View results and immunisations
- Request prescriptions
- Receive recalls and reminders
- Message your care team

Reception can help you register.

## After-Hours Care

When closed, calls go to **Whakarongorau Aotearoa:**

- Weekdays: 5.00pm – 8.15am
- Weekends: 24 hours

## Your Rights

We follow the **Code of Health and Disability Services Consumers' Rights**.

Advocacy support is available via the Health and Disability Commissioner on **0800 11 22 33**.

## Contact Us

Phone: 07 846 0082

Website: [www.avalonmedical.co.nz](http://www.avalonmedical.co.nz)