

Information



Welcome to Tuakau Health Centre

Thank you for entrusting your care to us. We are committed to providing excellent health services in a cost-effective manner.

This sheet gives you instant access to important information regarding our medical practice. Please keep it in a safe place.

Services

Our clinical team can assist you with all of your healthcare needs. We pride ourselves on modern, convenient and continuous care.

Services include:

- | | |
|-----------------------|-------------------|
| + Regular Checkups | + Men's Health |
| + Women's Health | + Sexual Health |
| + Family Planning | + Pregnancy Care |
| + Minor Surgery | + Travel Medicine |
| + Repeat Rescriptions | + Immunisations |
| + Referrals | + Specialists |
| + Diabetes Clinic | + Lab Tests |

Doctors

Dr Lorna Buhler, Dr Julia Lyons, Dr Andrew Reid, Dr Nagham Hawa, Dr Lars Madsen, Dr Angela Wagner

Nurses

Sandy Harlick, Sara McKay, Sue-Anne Oliver, Abbie Welch, Dorrie Holloway, Tracey Laing, Janelle Weren, Sheila Dean

Phlebotomist

Deidre Tupaea, Jackie Cossey

Fees

Registered Patients

0 — 13 Years	\$0.00
14 — 17 Years	\$26.00
18 — 64 Years	\$41.00
65+ Years	\$37.00

Phone Consultation	\$25.00
Nurse Consultation	\$20.00

Casual Patients

0 — 13 Years	\$0.00
14 — 17 Years	\$40.00
18+ Years	\$70.00

CSC Holders

0 — 13 Years	\$0.00
14 — 17 Years	\$13.00
18+ Years	\$19.00

Standard consultations are 15 minutes long. Let us know if you need more time.

After Hours Care

Triage nurses are available after hours. If you need assistance during this time, please call **(09) 236 8068**.

Our triage nurses will be able to provide advice or direct you to any other services you may need.

Enrolment

Enrolling is free and voluntary. If you choose not to enrol you can still receive health care services from your chosen GP, general practice or primary health care services provider.

Advantages of enrolling are that your visits to the doctor will be cheaper and you will have direct access to a range of services linked to the PHO.



You can access your test results via our online patient portal or by calling the practice on **(09) 236 8068**. Please ask reception staff for patient portal instructions should you require these.

Appointments

Please ring **(09) 236 8068** for an appointment.

Every effort will be made to accommodate your preferred time. However, emergencies will always be given priority. Our reception staff will attempt to contact you if there are any unforeseen delays or if your GP has been called away.

Longer consultation times are available. Please ask our receptionist if you require extra time but be aware there is a fee.

Payments

Fees are payable at the time of consultation.

We accept cash, eftpos, cheque, visa, mastercard and online payments. Paywave is also now available.

Fees for enrolled and registered patients are subsidized by the Government for various age groups and services listed at the practice.

Please ask our reception staff for more information.

Repeat Prescriptions

We are happy to issue repeat prescriptions for you. However, we ask that you give us as much advance notice as possible - 48 hours' warning being the minimum.

Repeat prescriptions do incur a charge and the doctor may need to see you prior to issuing for clinical and/or legal reasons - especially if you are not seeing your regular GP.

Rx via phone	\$22.00
Rx via patient portal	\$18.00

Patient Portal

ConnectMed is a secure online tool that lets patients manage their health in a modern and convenient manner. Registering is free and simple. Sign up at your next appointment or call us on **(09) 236 8068**. Our reception staff can guide you through the process, and verify your identity, with ease.

Pharmacy

Unichem Pharmacy - 51/53 George Street, (09) 236 8014 - is open:

Mon to Wed - 8:30AM to 5:30PM
Thurs & Fri - 8:30AM to 7PM
Saturday - 9AM to 12:30PM

The pharmacy is closed on Sunday.

Personal Information

Your medical record is a confidential document.

It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised staff members.

General Information:

Tuakau Health Centre
55 George Street
Tuakau
Auckland 2121
New Zealand

Ample parking is available in the carpark outside the practice. Street parking is also available.

A pharmacy is located within 50m of the practice.

Please dial 111 in emergencies.

Mon, Tues, Wed, Fri — 8AM to 5PM
Thursday — 8AM to 7PM
Saturday (Emergency Clinic) — 9AM to 12PM

Phone: (09) 236 8068
Fax: (09) 236 8069
Email: reception@tuakauhealth.co.nz

Triage nurses are available after hours. If you need assistance during this time, please call (09) 236 8068. Our triage nurses will be able to provide advice or direct you to any other services you may need.