

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

### Clinicians

Dr Julia Lyons, Dr Brad Stanfield, Dr Omar, Jo Eustace (NP), Janelle Weren (Nurse Prescriber)

### Nurses & Support Staff

Majella (Nurse Manager), Sara, Sheila, Sarah, Janay, Jhani, Annemieke, Deidre (Phlebotomist), Ginny (Phlebotomist), Kulbir (HCA)

### Administration

Helen (Practice Manager), Katie, Ema, Lynair, Delwyn

### Fees

#### Registered Patients

0 — 13 Years	\$0.00
14 — 17 Years	\$33.00
18 — 64 Years	\$50.00
65+ Years	\$46.00

Nurse Consultation	\$24.00
--------------------	---------

#### CSC Holders

0 — 13 Years	\$0.00
14 — 17 Years	\$13.00
18+ Years	\$19.50

#### Prescriptions

Standard (48 Hours)	\$20.00
Urgent (Same-day)	\$29.00

Standard consultations are 15 minutes long. Please let our reception team know if you need more time when booking your appointment.

### After Hours Care

For after-hours medical advice, please call us on (09) 236 8068 to speak to a nurse.

You can also call Healthline on 0800 611 116 anytime for general health advice and information.

### Enrolment

Enrolling is free and voluntary.

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 find more information about the benefits of enrolling and an online enrolment form on our website:

[tuakau-health.co.nz/enrol/](http://tuakau-health.co.nz/enrol/)



## You can access your test results via our online patient portal.

Our team will only contact you about abnormal results that may require further action. We do not notify patients of normal results.

### 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 eftpos, cheque, visa, mastercard and online payments. Paywave is now available.

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

If you have any queries, please contact reception. They are happy to help.

### 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 (\$20) 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.

Please ask our reception staff for more information.

### Patient Portal

ManageMyHealth 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.**

Weekdays — 8AM to 5PM  
Weekends — Closed

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

A&M clinics near our practice include:

**Urgent Care Franklin**  
149 Manukau Road, Pukekohe  
Open 8 AM to 8 PM

**Counties Care**  
16-18 O'Shannessey Street, Papakura  
Open 8 AM to 8 PM