



ROTORUA MEDICAL GROUP LTD

WELCOME – HAERE MAI - we are 1 Practice with 2 Clinics - Central Health and Fairy Springs Medical Centre

WHO ARE WE?

Rotorua Medical Group is a dedicated team of healthcare professionals aiming to provide you and your family with excellent healthcare and service.

We have two practice sites where you can choose to be seen, **Central Health** in the Rotorua CBD and our **Fairy Springs Medical Centre** located at the cnr Fairy Springs & Old Quarry Rd.

HOW DO YOU CONTACT US?

You can phone us on (07) 347 0000 or email admin.rmg@raphs.org.nz or register to our **FREE Patient Portal MyIndici**. If you are phoning us after hours, then your call will be redirected to the after-hours service providers at Lakes Prime Care, Tutanekai Street Rotorua.

WHEN ARE WE OPEN?

Both sites are open Monday to Friday 8.00am to 5.00pm. Phone line operates from 8.30am till 5.00pm

IMPORTANT THINGS TO KNOW

Meeting the doctor for the first time:

When meeting for the first time it is important that you and the doctor have the time to discuss your health history and current health needs so your first appointment will take longer than a standard appointment. At this first appointment you will meet one of our Practice Nurses or Clinical Assistant who will set in place any routine health screening or recalls required before you meet the doctor. This initial appointment you will also give you the opportunity to discuss any particular Cultural or Communication needs you may have.

No extra charge will be made for seeing the nurse or Clinical Assistant at this visit, but there will be an additional charge for the extra time spent with the doctor.

Pricing Policy:

As a **“very low cost access”** practice we are able to offer a competitive government subsidised rate for a single standard consultation with the doctor is 20 minutes – including notes by GP. A pricing board detailing our standard consultation charges is displayed in our reception area. If you require a longer consultation time, please let our staff know when you make your appointment. This will minimise the delay for those patients whose appointment follows yours. Any extra time taken with the doctor or additional procedures, services or consumables used are not subsidised and will attract an additional charge.

Payment:

We expect payment on the day but allow up to 7 days from service.

If payment is not paid within this time a statement fee of \$10.00 may be applied to all unpaid accounts at the end of the month. We do encourage anyone having financial difficulties to set up automatic payments and our Reception Staff/Administrators can help you to organise this.

All accounts outstanding for 90 days or more will be referred to an external debt collection agency where additional fees will be incurred, and a collection fee added to the outstanding amount.

Repeat prescriptions:

Repeat prescriptions may be available for certain medications, however please do not be offended if you are asked to attend for review. It is important to periodically review treatment to ensure it remains appropriate. When you telephone to request a repeat prescription, please have the following information available for us, your name, date of birth, name of medication(s) required and collection details. Alternatively you can use the patient portal service MyIndici.

We do require 2 working days notice to process your repeat prescription request. SAME DAY REQUESTS may be available, but at an additional cost. Payment is due on collection for prescription orders

Results:

We will endeavour to contact patients with any abnormal results as soon as they are received by us, it is important therefore that you keep us up to date with any changes to your contact details. We do encourage you to make contact with us though when you are expecting results.

WHAT OTHER SERVICES DO WE OFFER?**Doctors Telephone Triage Clinic @ Central Health and Fairy Springs Medical Centre:**

This clinic is for enrolled patients who have a single urgent (acute) medical problem requiring attention that same day. Check with our reception staff on daily clinic times and booking process.

Nurse appointment include: Sexual Health, Contraception, Smoking Cessation Advice, Diabetes, Blood Pressure, Asthma, Immunisations, Long Term Condition Management Programme, Heart Risk Assessment.

Some of the Specialised Medical Services We Offer:

Minor Surgery, Driving Medicals, Immigration Medicals, Well Woman and Well Man Checks, Recreational Dive Medicals, Insurance Medicals, Contraceptive Implants, Travel Vaccinations
(Please note that these services are not subsidised).

MyIndici: is a **FREE Phone app** which allows you remote access to, order repeat prescriptions and view your lab results – registration is easy, just talk to our reception staff today.

Meet our Team @ Central Health:

Our Doctors: Dr Anne Walsh, Dr Lucinda Cheesman, Dr Roger Willis, Dr Toby Hutchinson, Dr Asrih Arif

Our Nursing Team: Elaine, Sonya, Hart, Tania, Chrissie

Clinical Assistant: Katrina, Lauren

Health Promotion: Emma

Meet our Team @ Fairy Springs Medical Centre

Our Doctors: Dr Dave Sharples, Dr Lilian Kitally

Our Nursing Team: Selena, Michael, Andrea, Millie

Clinical Assistant: Debbie

Meet our Admin Team

Practice Manager: Genna Baldwin

Administration: Lorraine, Charlie, Katie

Reception: Deborah (Lead) Wyn, George, Tasharn, Carmen, Kerry

PO Box 1424, Rotorua 3040

Telephone: (07) 347 0000 (both sites)

General Enquiries : admin.rmg@raphs.org.nz

Account Enquiries : accounts.rmg@raphs.org.nz

Compliments and Complaints : Practice.rmg@raphs.org.nz