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| NAENAE  MEDICAL CENTRE | Naenae Medical Centre  39 Treadwell Street  Naenae  LOWER HUTT |
| KIA ORA AND WELCOME | CONTACT |
| D:\NAENAE MEDICAL CENTRE LOGO.tif  Dr Kolitha de Silva  Dr Mike Haymes  Dr Glynis Ahamat | 🕿 04-567-1066  🖳 naenaemc@naenaemc.com  OPENING HOURS  Mon to Friday 8.30am – 5.30pm |

TERMS AND CONDITIONS

1. **CONSULTS** Patient consults are 15 minutes or 20 minutes. If you need a longer visit please arrange this at booking time so you can be allocated and charged for the correct time.

* Standard Fees apply to Telephone, Email and Video Consultations

2. **PAYMENTS** We strongly encourage all patients to pay on day of consult. If experiencing hardship, we ask that patients set up an Ap weekly/fortnightly payment 01-0530-0345217-00 with your full name for a reference. At this stage you are also required to talk to our Enrolments Officer for further assistance.

3. **BAD BEHAVIOUR** All patients are to respect the staff working at Naenae Medical Centre. We will not tolerate any rudeness, abuse or violence in any form whether it be on the phone or in the surgery. You will be asked to leave the Practice immediately.

4. **RESULTS** We do not ring our patients with their test results unless they are abnormal. All results can be found on your patient portal.

5. **REPEAT PRESCRIPTIONS** take 2 working days to process. These can be ordered via script line or patient portal (Manage My Health – access to your medical records online)

6. **LOST/STOLEN** controlled drug medication are only replaced when Dr has been provided with a Police report.

7. **SELF MEDICATING** patients cannot self-medicate eg a patient cannot increase medications and then request an ‘extra’ or ‘catch-up’ script.

8. **AN APPOINTMENT** may be required for all WINZ or ACC forms, driving licence renewals, medical alarms. These forms become legal documents and are scanned into the patients notes.

9. **PATIENT PORTAL – MANAGE MY HEALTH** We encourage all our patients to register with Manage My Health when enrolling. This will enable you to see your consult notes, make appointments, order repeat prescriptions, see your test results and communicate with your Dr.

10. **CANCELLATION** Please when at all possible give 24 hours’ notice to cancel an appointment. We charge a $20 DNA fee for patients that Do not attend their appointment and have not informed us.

Signed by patient ………………………………………………………………………………………………………………….