



240 Mazengarb Road, PO Box 262, Paraparaumu.

Keeping up to date with what is happening at Coastal Medical Rooms

Coastal Medical rooms completed its reaccreditation with the College of General Practitioners.

It is an excellent process which enables us to look at how we could improve and grow, as well as acknowledging our strengths in providing our health services.



What does this mean for you—it confirms that all our services meet the high quality standards set by the program. It recognizes that we are continually working to improve the quality of everything we do

New Doctors

Dr Irena Steinfeld & Dr Alice Zwart have recently joined our Practice here at Coastal Medical Rooms and have settled in well.

Dr Steinfeld has specialized qualifications in **Dry Needling**, and this has proved to be very popular with patients. Dr Steinfeld prefers to see her patients prior to a dry needling appointment to see if this form of treatment is appropriate for them. Charges are extra to a normal consult charge and leaflets are available with costs etc .



Dr Zwart specializes in all “**womens health**” such as mirena insertion, family planning, sexual health. Sexual health consults are available free for people under the age of 19 years, normal consult charges apply for people over 19. Your privacy is absolutely guaranteed.



Farewells

Sadly we said farewell to Anne Kennedy our head Nurse, Dr Sabien Van Riesen an associate Doctor here for 6 years and Nicole from the Pharmacy. All three are greatly missed by staff and patients and we wish them all the very best for their future endeavours.



New Staff

We extend a warm welcome to

Michelle our new head nurse

And to **Mari** our new part time nurse



The pharmacy also welcomes new staff members as well. Nicole who worked full time has now been replaced by part timers, Adele, Welcome one and all!!!!

Alicia, Bianca, Teresa and Mike.



National Enrolment Service(NES)

Medical practices are now required to update all patient identity details through our Practice management systems directly to NES to enable current and correct enrolment details.

Please be aware that reception staff may ask you to confirm some of your details even if you have been registered with us for sometime.

le. "can you please confirm your address?"

le: "do you have a middle name?"

Thank you for your co operation.



Waiting Times

We will do our best not to keep you waiting, but sometimes the people before you may have had an urgent or complex problem that may delay the doctor. We thank you for your patience.

Patients have asked that reception ring and advise them that a Dr is running late. We actually do this now but cannot always judge the correct time to tell you when to come down. The reception team do their very best to minimize your wait time..



After Hours Calls

While we can't open 24hours/7 days a week, we do appreciate that our patients can still require our service. If you need attention after hours just call our usual number 9029200 and you will be connected to our after hours triage service You will be connected to an experienced triage nurse who will initially assess your needs and if necessary arrange for you to see a local GP who is on the roster or if after 11pm refer you to Kenepuru ED. We share a roster for after hours care with a large number of local Kapiti GP;s. **Please don't hesitate to call when you need us on 9029200.**



Shared Care Record

Coastal Medical Rooms is taking part in this exchange of information

This sharing of electronic information will let authorised health care providers

le : After Hours, Hospital departments, and other GP's have access to **some information**

- **Test results, Medical conditions, Allergies,**
- **Immunisations, Medications**



This will provide a quicker safer experience for patients visiting after hours Most patients are happy for this information to be shared however you can choose to opt out by calling the following number **0800 727 664.**

Credit Policy

Payment is required at the time of service. We accept eftpos, credit cards, cash and on line payments. Accounts not settled by the end of the month will incur a \$5 statement fee. Overdue accounts can be forwarded to a debt collection agency at the patients expense.. If payment of an account becomes a problem for you we have payment options such as AP's that can be setup to pay your account off weekly/fortnightly

. Please don't hesitate to ask.



Appointments/Tūranga

Appointment times are in 15 minute slots, this gives you about 12 minutes with the Doctor. If you need longer then please tell us at time of booking so that the correct time can be allocated ie driver medicals. Please note there is an extra charge for longer appointments but this is more cost effective than a second consult.

Appointments with the nurse

Due to the increase in demand for nurses their workload has increased, so if you want to see a nurse please **ring the surgery to make a nurses appointment**



Accidents catered for at Coastal Medical Rooms

Please be aware that there is a surcharge for ACC consults as ACC only **Partially cover** the cost of a consult

Our charges are as follows : \$43 adult,, \$22 for 13-17 years old, under 13 is free. There is a \$10 charge dressing charge and occasionally there may be an additional charge for a dressing if not covered by ACC.



Flu Vaccinations

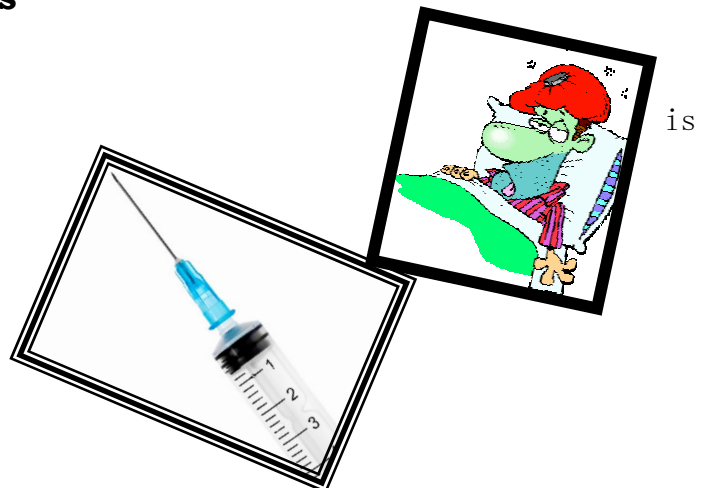
The Flu season is upon us .

We have received the flu vaccines and it highly

recommended that you get one to protect yourself against illness.

Flu clinics have been set up for our patients. Appointments are essential so please call reception to make a booking.

The vaccine is free to patients 65 years and over and others eligible are pregnant women, and those with chronic conditions, such as diabetes. The cost for unfunded patients is \$35.00.



Kati Kaipaipa Inūiane!

Quit Smoking now

Do you smoke and want to stop?

Coastal Medical Rooms runs a very successful Stop Smoking programme aimed at those who have made up their mind to Quit.

Talk to the nurse to enquire about how we can help you.

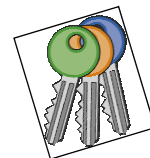


Driving Licence Medicals

Please let the front desk know if you need a driving licence medical so the correct allocation of time is given to complete the medical.

Please be aware of the extra charge for the medical.

Please remember to bring your glasses, we will also be asking for a urine sample.



Ordering Prescriptions

A Few Reminders

Please don't wait until you're on your last few tablets before you call.

(disaster and emergency planning advises having 2 weeks supply always in your cupboard)

Please help us ensure your prescription is ready on time by giving 48 hours notice. Repeat scripts are only available for regular medications and not for new problems.

Please advise when requesting your prescription if you are taking other treatments or dietary supplements. This includes homoeopathic, herbal, or "natural" therapies.

You can also order prescriptions by telephoning the nurse on 902 9200 and leaving a message on our script line

Please give your name, date of birth and a contact number

Also if you have ordered an urgent day script this will be ready after 5pm

A regular script, done over the phone, will cost you \$20.00 when you collect the script. If a same day script is required this will cost \$25.00. If you ask for the script to be faxed or posted anywhere, it will cost \$25.00



You will need to be reviewed at least annually by your GP

Receptionists Tips

Please remember

- "to bring your glasses" and "hearing aids" if you need them.
- If you are asthmatic please bring your peak flow meter to appointments.

Please keep our reception staff informed of changes of:

- ◆ Addresses
- ◆ Phone numbers
- ◆ Community Services Card numbers
- ◆ Next of Kin

Always check in on arrival—even if you are known to the staff or the staff appear busy. If you don't the Doctor will not know you are here.

Please tell the receptionist if your visit is **ACC related**.

Make sure you take all belongings with you.

