

NAU MAI | WELCOME



Amberley  
MEDICAL CENTRE

*We're here for you*

Proudly  
providing equitable

**CARE**

for our  
*community*

**Urgent + Accident Care**

**General Practice + Workplace Health**

**6 Hilton Drive, Amberley**

**Phone 03 314 8504**

**[www.amberleymc.co.nz](http://www.amberleymc.co.nz)**



# Do you need to see a GP **TODAY?**

During the winter months, demand on our Doctors and wait times are increasing. We have a **large team of health providers** at Amberley Medical Centre. Before you book your next appointment, please consider if another health provider in our team can **help you**.

## Book a Nurse for:

### Sick Child

Sore throat/ears, cough and/or fever

### Minor Ailments

UTI, sore throat/ears, fever, wounds

### Contraception

The Pill, Depo, STI Checks

### Lesion Reviews



## Our Wellbeing Team:

Our Wellbeing Team provide  
**FREE care to enrolled patients**  
and can also help you with:

Sleep, Diet, Nutrition, Lifestyle,  
IBS, Stress, Smoking, Postnatal  
Support, Depression, Anxiety,  
Grief, Eating Disorders, Alcohol  
& Drug Dependency and  
Counselling




## SPEAK WITH OUR RECEPTIONIST


They will help you book in  
with the right health care  
professional for your needs



 **6 Hilton Drive, Amberley 7410**

 PO Box 35, Amberley 7441

 **03 314 8504**

 admin@amberleymc.co.nz



**www.amberleymc.co.nz**



For news and information:  
[www.facebook.com/AmberleyMedicalCentre](https://www.facebook.com/AmberleyMedicalCentre)

## CLINIC OPENING HOURS

**Monday to Friday:** 8.00am - 6.00pm

**Urgent Care Walk-in Clinic:** Saturday 9.30am - 12.30pm

**Sunday & Public Holidays:** CLOSED

**After Hours:** If you require medical attention or advice when the practice is closed please call 03 314 8504.  
Extended opening hours and overnight virtual service available to enrolled patients.

**After Hours Urgent Care,  
What you should do:**

• **In an emergency, always dial 111** •

If you require **urgent medical care** during a time when our medical centre is closed, **please phone: 03 314 8504.**

Your call will be answered by our **After-Hours provider 'Ka Ora'** who will connect you to the appropriate medical care.

Our **walk-in clinics** operate every Saturday between the hours of 9.30am and 12.30pm.

Whilst we will try to give you an indication of how long you are likely to wait to be seen, please be mindful that this is an estimate only and will be dependent on the triage (urgency or severity) of other patients.



In an  
emergency  
ALWAYS DIAL

**111**

## After Hours Urgent Care What you should do:

**In an emergency, always dial 111**

If you require **URGENT MEDICAL CARE**  
during a time when our Medical Centre is closed,  
**please phone: 03 314 8504.**



Your call will be answered by our  
**After-Hours provider 'Ka Ora'**  
who will connect you to the  
appropriate medical care.



**If you need to be seen urgently in-person,  
you will be referred to the 24 hour service  
in Christchurch.**

Proudly  
providing equitable

**CARE**

for our  
*community*

We encourage enrolled patients to  
contact us as early as possible should  
they begin to feel unwell, or think care  
may be needed during the night.

This way an appointment can be organised  
before the practice closes and reduce the  
need to travel into Christchurch for care.



## NAU MAI | WELCOME

Amberley Medical Centre is situated in the heart of North Canterbury — the southern region of the Hurunui District and just a 50 km drive from Christchurch Hospital. We are a rural service town with access to both coastal and inland areas, nestled on the edge of the Waipara Valley wine region. Check out your guide to Amberley at [www.amberleyNZ.nz](http://www.amberleyNZ.nz).

At Amberley Medical Centre, our vision is Wellness Together. This reflects our commitment to working alongside you to support your health, independence, and wellbeing. We believe that healthcare is a shared journey, and we're here to walk it with you.

Our team brings our values of Kindness, Teamwork, Fairness, and Trust to life in everything we do.

To ensure you have the best access to care, we offer extended hours from 8am to 6pm, Monday to Friday, and walk-in clinics every Saturday from 9.30am to 12.30pm. Enrolled patients also have access to our overnight telephone service for urgent support.

We're focused on delivering a sustainable, accessible, and integrated health service that meets the needs of our rural community. This booklet is designed to give you a helpful overview of what we offer. If you have any questions or need further information, please feel free to call in, phone us, or email [admin@amberleymc.co.nz](mailto:admin@amberleymc.co.nz).

Kind regards,

**Denise Cope**  
Practice Manager



**Our Vision:** Wellness Together

**Our Purpose** To provide a sustainable, accessible and integrated health service; enabling people to maintain health, independence and wellness within their own community.



### **FAMILY HEALTH**

Ensuring well-being for a family across all ages; including children's developmental, behavioural and physical health. We also deliver the National Immunisation Schedule FREE to babies, children, adolescents and adults.

### **FAMILY PLANNING and MATERNITY**

We have a team of experienced clinicians who can provide you with care, support and advice around your family planning, fertility, maternity and post-natal needs and concerns.



### **MENTAL HEALTH SUPPORT and COUNSELLING**

We believe that physical, mental and emotional health are deeply entwined and is treated in an integrated and holistic manner by our team and supported by our in-house Counsellor.

### **PALLIATIVE CARE**

Our very experienced GPs provide a compassionate and comprehensive palliative care service and work closely with our local District Nurse Service to support patients and their families in their homes or the community through any life-limiting illness.



### **SKIN CHECKS**

Full skin checks, skin biopsies, excisions of lesions, Cryotherapy and ongoing surveillance for Melanoma patients. Dr Chris Vodde has specialist training in Dermoscopy, which helps in identifying malignant and non-malignant lesions. Dr Vodde also offers surgical services to remove any lesions of concern.

### **MINOR SURGERY**

A number of our doctors are skilled in minor surgery services. Surgery at your local practice is significantly more convenient and saves considerable travel time for your procedure and follow up appointments.



### **SPIROMETRY**

Amberley Medical Centre is an accredited community provider for Spirometry. We offer full respiratory testing with follow-up care aimed at improving health and well-being for people with chronic respiratory illness.



### **AUDIOLOGY**

Vera Setz Audiology offers a full audiology service at the Amberley Medical Centre. Services include ACC hearing assessments, hearing aids supplies and ear hygiene.



### **SEXUAL HEALTH**

Both doctors and nurses are involved in providing care and advice around contraception, cervical screening, diagnosis and treatment of sexually transmitted infections (STIs), management of erectile dysfunction and management of gynaecological health.



### **LONG TERM CONDITIONS**

Our nursing team and GPs provide a collaborative approach to Long Term Conditions, including Diabetes, Heart Disease, Asthma, COPD, Mental Health and more.







### TRAVEL MEDICINE

Practice nurse, Lucy Batchelor, offers a comprehensive Travel Medicine Clinic. Whether travelling for work or fun, we can provide you the information, advice and any recommended immunisations you need for a great journey and a safe and healthy return home.

### BUSINESS HEALTH and SAFETY

Healthy employees are essential for high performance and productivity. Our team provides employment medicals and annual health reviews. We help businesses manage risks, mitigate the impact of injuries, assist with rehabilitation and an early return to work. Our Business Health Team is also accredited to provide drug and alcohol testing.



### NUTRITION and LIFESTYLE CHOICES

The foundation of good health and well-being starts here. Our nurses follow the philosophy of establishing a healthy relationship with food and eating habits. They can advise on attaining and maintaining a healthy weight, enjoying exercise, promoting good sleep habits, addressing mental health and relationship issues.

### FREE SERVICES\*

- Medical and ACC appointments  
*for under 14 years of age.*
- Sexual Health and  
Contraceptive appointments  
*for patients aged 14-17 years of age.*
- Immunisation Schedule
- Before School Checks
- Blood Tests

\*Patients must be registered at Amberley Medical Centre and further conditions may also apply.





**Dr Rex Yule**

Rex has lived and worked in Amberley for over 32 years and over this time he and his wife Susan have enjoyed raising their three grown-up children in our wonderful community.

During his career, Rex has assisted medical research whilst working in Antarctica, worked frequently as a Locum in the Chatham Islands and Australia and also worked for the Flying Doctor Service in Australia.

Rex is passionate about providing excellent health care to our rural community and has specialist training in Paediatrics, Gynae and Obstetrics. He also has a special interest in Palliative Care and Emergency Medicine.

Rex has been teaching medical students, 3rd year, 6th year and Registrars for the last 25 years as part of their General Practice training and also acts as Supervisor for overseas Doctors as part of their New Zealand registration requirements.

Rex loves working in a medical centre with like-minded colleagues who are also committed to maintaining and developing coordinated health care services.

**Dr Bevan Rogers**

Bevan is delighted to be part of the Amberley Medical Centre team. He began his career as a GP in Christchurch before settling in North Canterbury, where he has cared for the Rangiora community for the past 23 years.

Bevan enjoys the wide scope of care offered in general practice; from supporting elderly patients to caring for young children.

Outside of medicine, Bevan is a passionate musician. He has been singing with his band Toot'n'Croon for over 20 years and currently serves as the president of the Artist Doctors Association. He also conducts the Artist Doctors Choir, combining his love of music with his commitment to the medical community.



### **Chris Long | Nurse Manager**

Chris has been a part of our AMC community for over 30 years and became a shareholder and Director in 2013.

Over this time Chris has been integral in the development of the model of patient focused care that we provide today. She has supported the Nursing Team in expanding their roles and skills in partnership with our GPs.

Chris is proud to be part of this collaborative environment which provides for the health needs of our community.



### **Lucy Batchelor | Practice Nurse**

Lucy's nursing career started in Practice Nursing in 1992 down in South Otago. Since relocating to North Canterbury, she has worked in Advanced Appearance Medicine working with Botox and Dermal Fillers, as well as Laser Tattoo removal.

Lucy has since moved into Primary Care Practice Nursing with the AMC team, specialising in Trauma Nursing, Women's Health, and Travel Health.

When she is not at work, Lucy can be found at home on the farm, travelling the country, catching up with friends, or enjoying a round of golf.



### **Julie Hansen | Practice Nurse**

Julie has worked in both public and private health care, choosing to train in practice nursing because she enjoys greater rapport and personalised interactions with each patient in general practice. Julie is a Community Prescriber and specialises in sexual health, minor ailments, and wound care.

Julie grew up in Timaru and studied nursing at ARA in Christchurch, she graduated in Nov 2018. She enjoys the variety and awesome teamwork at AMC.

She spends most of her spare time with her three children, loves outdoor adventures and social time with friends and family. Julie is also looking forward to building a house in North Canterbury in the coming year.

**Katie Croft | Practice Nurse**

Katie is a country girl, having lived in the Hurunui most of her life. She lives locally with her two daughters and husband and is actively involved in life on their farm.

She has worked at Amberley Medical Centre for over two decades and has a particular interest in heart health, cardiac rehabilitation, and diabetes care.

Katie works closely with our long-term conditions patients to manage their health and to ensure better health outcomes for all.

**Hannah Wix | Practice Nurse**

Hannah graduated in 2015 and started working on the Acute Plastic Surgery Ward at Christchurch Hospital. It was here she developed a passion for anything and everything wound related.

Through this work she has found a particular interest in skin lesions and working with our patients to understand the importance of sun protection and prevention of skin cancers. Hannah works closely alongside our skin doctor on lesion treatments and removals.

When she's not at work, Hannah is spending time with her husband and two young children, making the most of the summer months and being outdoors, or off travelling.

**Deb Bean | Practice Nurse**

Deb is a local lass, living in Amberley with her three children.

With Deb's background in Cardiology, she regularly works alongside our long-term condition patients and is passionate about health promotion, prevention and education with the aim to improve health literacy and outcomes for patients.



### **Hannah Hipkiss | Practice Nurse**

Since graduating 20 years ago, Hannah has worked in a variety of nursing roles in both the hospital and community.

After having the last couple of years off focusing on her young family, Hannah is loving being back in the nursing workforce with the amazing team here at AMC. Hannah is really enjoying the face to face contact with patients, supporting people in managing their health and learning so much about the diversity, depth and skill of practice nursing.

Having mostly grown up in North Canterbury, Hannah is enjoying living locally with her husband and three children. When she's not at work, you'll find Hannah at a local playground or sports field, pottering in the garden or just enjoying some quality time with family and friends.



### **Sarah Egden | Practice Nurse**

Text to come...



### **Katie Reeve | Practice Nurse**

Text to come...

**Kelly Hofmeester | Nurse Practitioner**

Kelly is a warm and approachable Nurse Practitioner. She's passionate about preventative and lifestyle medicine and enjoys helping people make realistic changes that support long-term well-being.

As a mum, she understands how busy life can be and brings genuine empathy to her practice. Kelly tailors care to each person and is known for her clear communication, supportive style, and commitment to helping patients feel confident and cared for.

**Megan Harrop | Practice Pharmacist**

Megan is the Practice Pharmacist at Amberley Medical Centre. The role of the Practice Pharmacist is focused around patient-centred care, specifically around medicines education and optimisation.

Megan enjoys the multidisciplinary environment and opportunities to contribute to long term conditions care, including cardiac, respiratory and metabolic health.

She finds the patient-facing role very fulfilling and loves working with patients to achieve the best outcomes for their medicines and health.

Megan enjoys scuba diving, the outdoors, and spending time with friends.

**Heather Keane**

HEALTH CARE  
ASSISTANT

**Jo Wix**

HEALTH CARE  
ASSISTANT

Our Wellbeing Team includes a Health Coach, Health Improvement Practitioner (HIP), Counsellor and Brief Intervention Coordinator (BIC). The team looks at wellbeing using the holistic framework Te whare tapa whā, which acknowledges that wellbeing is made up of different components (physical, spiritual, family and mental) that impact our life.

Our enrolled patients can access free appointments with our Wellbeing Team for support around sleep, diet, nutrition, lifestyle, IBS, stress, smoking, postnatal support, depression, anxiety, grief, eating disorders, alcohol and drug dependency and counselling.

Call 03 314 8504 to book your appointment.



### **Jo Flapper | Counsellor**

Originally from Manchester UK, Jo has been living in New Zealand since 2005, most recently moving to North Canterbury with her young family in 2021.

Jo has recently completed a Bachelor of Applied Counselling with the Manukau Institute of Technology after a successful 24-year career in the Leisure Industry.

She brings a holistic approach to her work with clients, that includes working with the mind, body, emotions, family and relationships.

Jo is passionate about assisting people with their life challenges with courage, knowledge and support.



### **Eleisha Telford | Health Improvement Practitioner**

Eleisha, our Health Improvement Practitioner (HIP), supports people of all ages and at all stages of their lives with struggles related to behaviour change or mental wellbeing.

She is a registered social worker and has completed further training in ACT and CBT therapies, with previous experience working with children, youth, and adult mental health.

Eleisha is passionate about empowering people to be the best version of themselves and advocating for vulnerable populations.

In her spare time, Eleisha loves being outdoors, and spending time with her loved ones.

**Julie Millar | Health Coach**

Julie, Amberley Medical Centre's Health Coach, is an Associate Registered Nutritionist who supports individuals and Whanau with their health and wellbeing goals by providing information and guidance.

Julie can support with:

- Healthy living
- Nutrition
- Forming healthy habits
- Diet and lifestyle advice
- Setting health goals
- Connect you with other services within the community
- Help with Ministry of Social Development (MSD) and ongoing supports

Julie's appointments are free for enrolled patients.

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**Denise Cope**  
PRACTICE MANAGER



**Jayne Sidey**  
ADMINISTRATION  
MANAGER



**Nicole Rhodes**  
ACCOUNTS  
ADMINISTRATOR



**Jane Rourke**  
ADMINISTRATION



**Tania Ellis**  
PRACTICE RECEPTIONIST



**Emma Tyler**  
PRACTICE RECEPTIONIST



**Kim Wooff**  
PRACTICE RECEPTIONIST



**Amber Hill**  
PRACTICE RECEPTIONIST



**Kirsty MacDonald**  
PRACTICE RECEPTIONIST

# Let's talk Repeat Prescriptions

There are often misunderstandings and misgivings from patients about requests for repeat prescriptions.

Repeat Prescriptions are **ONLY** available for stable medical conditions that have been previously prescribed by one of our Doctors/Nurse Practitioners and are always at the Prescribers' discretion.

- You must have been seen for this condition within the past six months
- You must have been prescribed this medication by one of our Doctors/Nurse Practitioners
- Many conditions are not appropriate for repeat prescriptions and require three monthly review

The Prescriber has a duty of care and follows our clinical policies. They must be satisfied that it is safe and appropriate before prescribing any medication; whether this is new or repeat. They are responsible for ensuring all monitoring requirements are completed, i.e. blood pressure checks, blood tests as well as reviewing the effects (benefits and harms) of the treatment and any changes in the patient's condition.

If you are asked to come in for a medication review it will be for one or all of the above reasons. This is never done to inconvenience you. It is always to ensure you are provided with the best care.

Repeat prescriptions are usually prepared within 24 hours.

There is a charge for repeat prescriptions. Please see our website for details.

**Please be aware that this policy is not negotiable.**

# AUDIOLOGY



**Alison Highman**

Ear Nurse RN

**Vera Setz**

Audiologist MNZAS

**Anoopaa**

Audiologist MNZAS



Vera Setz Audiology opened for business on 1 August 2016 at the Amberley Medical Centre with **Vera Setz** being the sole Clinician and providing a full audiological service and wax removal. In 2020, Ear Care Canterbury was established by **Alison Highman** and together a mutual collaboration was created to provide the best hearing health and healthy hearing requirements to North Canterbury. In recent times, **Anoopaa** was brought on board to keep up with demand and continue to provide a higher quality of life to the hearing impaired.

Having the freedom to do and go wherever you please, without having the restrictions associated with hearing loss, is important to living a fulfilled life so don't put it off any longer.

## WE ARE YOUR LOCAL HEARING EXPERTS!

- Basic Hearing Check
- Full Diagnostic Assessment
- Tinnitus Assessment
- New Hearing Aid Fitting
- Child Hearing Assessment
- Custom Hearing Protection
- Hearing Aid Maintenance and Support
- Pre-Employment and Workplace Hearing Test
- Micro Suction Ear Wax Removal



### **Vera Setz Hearing Amberley**

Amberley Medical Centre,

6 Hilton Drive, Amberley

Phone: 03 423 3158

Email: [vera@setzaudiology.co.nz](mailto:vera@setzaudiology.co.nz)

[www.verasetzaudiology.co.nz](http://www.verasetzaudiology.co.nz)



## How to Enrol

The Amberley Medical Centre is committed to working with our community and providing you with excellent healthcare.

We encourage patients to enrol with their local Practice to ensure you have continued access to essential local medical and urgent care right here in Amberley.

### Enrolling is easy

You can either:

- **Call into our Practice** and pick up an enrolment pack
- Download an enrolment pack from our website: **[www.amberleymc.co.nz](http://www.amberleymc.co.nz)**
- Please return your completed enrolment form along with your ID

## Enrolment Eligibility and Funding

When enrolling with a Practice, you are choosing them as your regular and ongoing provider of healthcare. It is important that you read and understand the terms of your enrolment.

There are two important steps to consider when a person wishes to enrol at a Practice. The Practice has to identify that you are eligible for publicly-funded health services and that you are entitled to enrol with the Amberley Medical Centre.

All New Zealand citizens are eligible for publicly-funded health services.

People who are entitled to enrol must reside permanently in New Zealand. A person is considered to reside permanently in New Zealand if they intend to be a resident for at least 183 days in the next 12 months.

Please be aware that our reception staff are obliged to confirm your residency status when enrolling. This is a requirement of the Ministry of Health and we thank you for your co-operation and support.

If you have any questions about eligibility or entitlement, we are more than happy to talk to you.

## What to bring with you

Please note, that in line with the Ministry of Health requirements, we will require ID in the form of one of the following:

- Passport
- Birth Certificate
- Community Services Card
- NZ SuperGold Card
- Travel or Work Visa



## *New Patient Health Check*

### – the first step to creating Wellness Together

We require all newly enrolling patients, aged 18 years and over, to attend a new Patient Health Check with our Health Care Assistant.

This one-time check is designed to give you the best start with us.

It helps us get to know you and your health needs and ensures we have all the information needed to provide safe, personalised care.



## Special Assistance, Chaperones & Interpreting Service

**All patients are entitled to have a chaperone** with them for any appointment. The chaperone can be a family member, friend or a staff member. If you would like a member of staff to accompany you during the visit, please let our receptionist know when you arrive for your appointment.

An **interpreting service** and other **special assistance** is available for hearing, sight and speech impaired patients. Please ask at reception for further details.



## Right Treatment Starts with Right Diagnosis



Andrew Hawkey  
PODIATRIST

Graduating in 2001, Andrew Hawkey has been practicing in Queenstown and relocated to Christchurch in 2006. In 2021, Andrew created Pace Podiatry providing services in and around Christchurch and currently every fortnight to Amberley.

Andrew is a competitive squash player, mountain biker, gym goer and advocate of regular exercise. Andrew's partner is a Speech Therapist and have a son who is keeping them on their toes prior to the pre-teen years.

Andrew extends a welcome invitation to all residents of the area to see him for all foot issues including, general foot care, corns, callus, ingrown toenails, orthoses, and diabetes care.



Your Foot Specialists

**Pace Podiatry is available for foot problems, maintenance, orthotics and home visits. Our services include:**

- |                          |                    |
|--------------------------|--------------------|
| ■ Corns & Calluses       | ■ Home Visits      |
| ■ Diabetes and Arthritis | ■ Ingrown Toenails |
| ■ Family Foot Issues     | ■ Orthotics        |

**Regular Clinics held at Amberley Medical Centre**

027 220 9395 | [andrew@pacepodiatry.co.nz](mailto:andrew@pacepodiatry.co.nz)

**[www.pacepodiatry.co.nz](http://www.pacepodiatry.co.nz)**

## Missed Appointments

We are committed to ensuring that we provide the best possible service to all of our patients.

If you cannot attend or no longer need an appointment **with any of our providers (including Doctors, Nurse Practitioners, Practice Nurses, Practice Pharmacist, Wellbeing Team)**, it is important that you let us know in advance with at least 2 hours' notice to enable us to allocate the appointment slot to another patient who can attend.

**Please be advised that failure to attend your appointment will result in a FULL consult charge.**

We understand that mistakes do happen and that appointments can be forgotten or overlooked. In such cases, the practice will take into account the reason given by patients. However, repeated offences are unacceptable.

## Why Follow-Up Appointments Are Sometimes Needed

At Amberley Medical Centre your health and safety are our top priority.

Medical care is often a process, not a single visit. Some conditions require further investigation, follow-up consultations, or tests to ensure we provide the most accurate diagnosis and best treatment for you.

Each consultation involves professional time, assessment, and advice tailored to your needs. For this reason, follow-up appointments are billed as separate services.

We understand that this can feel frustrating, but these steps are essential to deliver safe, high-quality care. Thank you for trusting us with your health.

## Pay on the Day Accounts Policy

We have a Pay on the Day Policy for all consultations. Payment can be made by:

- Eftpos/Credit Card
- Cash
- Automatic Payment



## Complaints and Feedback

The Amberley Medical Centre acknowledges the rights of the patient outlined within the Health & Disability Commissioners Code of Rights and we aim to provide a high quality, professional service for all patients at all times.

If you have an complaints about the treatment or service you have received, please ask for a copy of our complaints leaflet.

**We also have a feedback box in the waiting room and welcome any ideas, or comments.**



## Travel Medicine

**Travel is exciting**, the chance to experience new cultures, countries, exciting food and doing things you have always dreamed of. Even if you're returning to your country of birth, you need to be correctly protected - especially if you're travelling to Africa, Asia, the Indian subcontinent, The Middle East, Oceania or South America.

Here at the Amberley Medical Centre we belong to the Worldwide Travellers Health and Vaccination Centre - getting regular up to date Travel alerts, warnings, health precautions and safety alerts to keep us aware of what's happening in the world. We can give you advice on the appropriate immunisations and maximise your health protection.

Before travelling childhood immunisations should be up to date and depending on your destination you may also need additional boosters and other travel specific immunisations.



## Phlebotomy / Blood Tests

Phlebotomy Clinics are held daily. Most blood tests are free for enrolled patients. Casual patients and visitors will be charged a fee for this services. Patients will be on-charged the laboratory fees for any tests which are ineligible for government funding.

Please call the Amberley Medical Centre to schedule an appointment.

## Health Information Privacy Statement

### **I understand the following:**

#### **Access to my health information**

I have the right to access (and have corrected) my health information under Rules 6 and 7 of the Health Information Privacy Code 2020.

#### **Visiting another GP**

If I visit another GP who is not my regular doctor I will be asked for permission to share information from the visit with my regular doctor or practice.

If I am under fourteen years old or have a High User Health Card, or a Community Services Card, and I visit another GP who is not my regular doctor, he/she can make a claim for a subsidy, and the practice I am enrolled in will be informed of the date of that visit. The name of the practice I visited and the reason(s) for the visit will not be disclosed unless I give my consent.

#### **Patient Enrolment Information**

The information I have provided on the Practice Enrolment Form will be:

- held by the practice
- used by the Ministry of Health to give me a National Health Index (NHI) number, or update any changes
- sent to the PHO and Ministry of Health to obtain subsidised funding on my behalf
- used to determine eligibility to receive publicly-funded services. Information may be compared with other government agencies but only when permitted under the Privacy Act.

#### **Health Information**

Members of my health team may:

- add to my health record during any services provided to me and use that information to provide appropriate care
- share relevant health information to other health professionals who are directly involved in my care

#### **Audit**

In the case of financial audits, my health information may be reviewed by an auditor for checking a financial claim made by the practice, but only according to the terms and conditions of section 22G of the Health Act (or any subsequent applicable Act). I may be contacted by the auditor to check that services have been received. If the audit involves checking on health matters, an appropriately qualified health care practitioner will view the health records.

#### **Health Programmes**

Health data relevant to a programme in which I am enrolled (e.g. Breast Screening, Immunisation, Diabetes) may be sent to the PHO or the external health agency managing this programme.

#### **Other Uses of Health Information**

Health information which will not include my name but may include my National Health Index Identifier (NHI) may be used by health agencies such as Te Whatu Ora, Ministry of Health or PHO for the following purposes, as long as it is not used or published in a way that can identify me:

- health service planning and reporting
- monitoring service quality, and
- payment.

#### **Research**

My health information may be used for health research, but only if this has been approved by an Ethics Committee and will not be used or published in a way that can identify me.

Except as listed above, I understand that details about my health status or the services I have received will remain confidential within the medical practice unless I give specific consent for this information to be communicated.

## Enrolling with General Practice

General practice provides comprehensive primary, community-based, and continuing patient-centred health care to patients enrolled with them and others who consult. General practice services include the diagnosis, management and treatment of health conditions, continuity of health care throughout the lifespan, health promotion, prevention, screening, and referral to hospital and specialists.

Most general practice providers are affiliated to a PHO. The fund-holding role of PHOs allows an extended range of services to be provided across the collective of providers within a PHO.

## Enrolling with a Primary Health Organisation (PHO)

### What is a PHO?

Primary Health Organisations are the local structures for delivering and co-ordinating primary health care services. PHOs bring together doctors, nurses and other health professionals (such as Maori health workers, health promoters, dietitians, pharmacists, physiotherapists, mental health workers and midwives) in the community to serve the needs of their enrolled populations.

PHOs receive a set amount of funding from the government to ensure the provision of a range of health services, including visits to the doctor. Funding is based on the people enrolled with the PHO and their characteristics (e.g. age and gender). Funding also pays for services that help people stay healthy and services that reach out to

groups in the community who are missing out on health services or who have poor health.

### Benefits of Enrolling

Enrolling is free and voluntary. If you choose not to enrol you can still receive health services from a chosen GP / general practice / provider of First Level primary health care services. 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.

### How do I enrol?

To enrol, you need to complete an Enrolment Form at the general practice of your choice. Parents can enrol children under 16 years of age, but children over 16 years need to sign their own form.

## Q & A

### What happens if I go to another General Practice?

You can go to another general practice or change to a new general practice at any time. If you are enrolled in a PHO through one general practice and visit another practice as a casual patient you will pay a higher fee for that visit. So if you have more than one general practice you should consider enrolling with the practice you visit most often.

### How do I know if I'm eligible for publicly funded health and disability services?

Talk to the practice staff, call 0800 855 151, or visit <http://www.moh.govt.nz/eligibility> and work through the Guide to Eligibility Criteria.

### What happens if the general practice changes to a new PHO?

If the general practice changes to a new PHO the practice will make this information available to you.

### What happens if I am enrolled in a general practice but don't see them very often?

If you have not received services from your general practice in a 3 year period it is likely that the practice will contact you and ask if you wish to remain with the practice. If you are not able to be contacted or do not respond your name will be taken off the Practice and PHO Enrolment Registers. You can re-enrol with the same general practice or another general practice and the affiliated PHO at a later time.

## HealthOne

Shared knowledge - better, safer care

Your health information is shared between your healthcare providers using HealthOne, a secure system for storing electronic patient records.

HealthOne stores health information such as GP records, allergies, prescribed medications and test results. Only authorised healthcare providers such as doctors, nurses and pharmacies can access that information at their place of work.

Sharing health information means better, safer care, more complete health information is available in a timely fashion and you do not have to remember your medical history and

prescribes medicines.

Your health information is confidential and only available to your care team, no one else. You can choose not to share your information.

You can request that specific parts of your information are not shared, or opt out altogether so that none of it is shared. Please talk to reception if this applies to you.

If you choose not to share information you need to be aware that your health professional may not immediately have information they need to provide the best and safest care possible.

For more information on HealthOne visit [www.HealthOne.org.nz](http://www.HealthOne.org.nz) or phone 0508 837 872, or speak to us at Amberley Medical Centre.



**WAITAHA**  
PRIMARY HEALTH

The Amberley Medical Centre is a member of the Waitaha Primary Health Organisation.

Primary Health Organisations (PHOs) are the local structures for delivering and co-ordinating primary

health care services. The fund-holding role of PHOs allows an extended range of services to be provided across the collective of providers within a PHO. They bring together doctors, nurses and other health professionals (such as Maori health workers, health promoters, dieticians, pharmacists, physiotherapists, mental health workers and midwives) in the community to service the needs of their enrolled populations.

Find out more about Waitaha at [www.waitaha.health.nz](http://www.waitaha.health.nz)

## Southern Cross **Easy-Claim Provider**

Amberley Medical Centre is a participating healthcare provider for Southern Cross Easy-claim. Easy-Claim is a convenient way for Southern Cross members to claim for eligible healthcare services at the time of purchase, without completing a claim form.

**How to use Easy-Claim:** Simply present your Member card or use the mobile app's virtual Member card at the counter and our Reception staff will apply online for your cover to be approved on the spot.

If your plan covers the product or service (ie. Doctor's visit, annual health check, flu vaccination, minor surgery) and it qualifies, you'll only pay the remaining contribution you're responsible for, so you don't have to worry about filling out claim forms or waiting for a refund.\*

\*Terms and conditions will apply depending on your policy - you may wish to check with Southern Cross before you present your card at Amberley Medical Centre.

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# Have you joined our Patient Portal?

**MyIndici**, the patient portal programme, enables you to:

- Request **repeat prescriptions**
- View latest **test results**
- Immunisation history and recalls



## HOW TO REGISTER

Come into the practice in person, and **bring Photo ID**:

- You must also be **enrolled at Amberley Medical Centre**
- Have an **email address** (separate to any other registered patient), and
- Be over **16 years old**

*Ask the reception team for more information*

