SOUTH CITY HEALTH 91 Kahikatea Drive Hamilton

Phone 07 838 2323 Fax 07 838 2327

Phones 8 - 5.15pm

Practice Hours (by appointment)

Monday - Friday 8.00am - 5pm **Saturday**

Sunday and Public Holidays Closed

Closed

Welcome to South City Health

Enclosed you will find all information regarding the Practice If you have any questions, please just ask any staff member

OUR STAFF



DOCTORS

Dr Nilakshi Fonseka grew up in Hamilton before doing her medical training in Adelaide, Australia. After moving back to New Zealand, she worked in hospitals in Hamilton, Palmerston North and Wellington. She decided to settle back home in Hamilton to be closer to family and changed into General Practice, which allows her to encounter many different areas of medicine.

Dr Angela Hancock works in clinic 1 week of 4, the other weeks she works remotely from home with appointments available via phone or video and has a particular interest in women's health. She has 2 daughters and a wide variety of interests outside work.

Dr Toby Hills originally from Christchurch, graduated from Otago medical school in 2015 and worked in Waikato hospital for two years before moving to Wellington to train as a GP. He also holds a diploma in child health. He has returned to Hamilton to be closer to his partner's family. He has a dog and cat and in his spare time enjoys singing and playing quitar.

Dr Danny Neave graduated in 1991 and we have enjoyed having him work with us since March 2003. He enjoys all aspects of General Practice, and does regular work at Rest Homes, providing medical care for the elderly. Danny favours a spot of trout-fishing or a game of golf when time permits. (Books closed)

Dr Dasna Pallie grew up in Auckland and graduated from Auckland Medical School before she saw the light and moved to Hamilton to work at Waikato Hospital. After working in the hospital for 7 years she decided that she was more suited to Family Medicine and so moved to General Practice. Her interests are in adolescent health and women's health, and she is constantly balancing her love for work with her love for her young family. Outside of work she is a busy mum but also tries to get involved with at least 1 local theatre production a year.

(Currently on extended leave - returning end of 2024)

Dr Tiffany Sayer graduated in 1991 in South Africa, came to New Zealand in 1995 and joined us here in 1999. She has one daughter, 2 dogs and enjoys choral singing.

Dr Kate Sinclair has been working with us on a part-time basis since 2002. Paediatrics and gynaecology are of particular interest to Kate but to relax she sings with the Waikato Rivertones Group, recent Gold Medal winners in the USA.

Dr Mark Taylor entered General Practice in 1992 and he has a special interest in Sports and Travel Medicine. He was the doctor for the Winter Olympics team in Nagano in 1998 and for the All White's soccer team in Malaysia in 2000. Mark works part-time for Te Whatu Ora Waikato, where he tries to improve the integration between general practice and hospitals.

Mark recently set up South City Travel Medicine clinic, offering advice, medications, and immunisations to keep travellers healthy while overseas. (Books closed)

Dr Geraldine Tennent is working part time with us and has a special interest in women's and children's health. She began working in General Practice in 2006. Outside of work, she spends most of her time chasing after her two young children. She's looking forward to one day having more time to read books, go tramping and travel.

Dr Jenny Wong was born and raised in Palmerston North but trained in Wellington with the University of Otago. She has worked in various hospitals across New Zealand and was a Medical Registrar at Wellington and Waikato Hospitals. Jenny's interests lie with General Medicine and its subspecialties, as well as Women's Health.

Out of work she loves travelling, movies and swimming. She also has a tendency to pick up random hobbies.

Dr Damian Tomic has worked as a general practitioner at South City Health Ltd since 2014. His interests are family medicine and medical education. Most of his time is spent in his other role at St John as Deputy Chief Executive, Clinical Services. (Books closed)



PRACTICE NURSES



Lisa (Clinical Lead), Rebekah (Coordinator), Kylie, Peta, Sophie, Victoria & Kate

Some of the services our nurses provide are:

- ◆Test results
- ◆Annual Diabetes review
- ◆ Dietary advice
- ◆Counselling
- ◆Contraception advice
- ◆Cervical smears
- ◆Pregnancy tests
- ◆Blood tests
- ◆Travel vaccinations
- ◆Immunisations

- ◆Injections
- ♦ Wound Care
- ◆Blood Pressure
- ◆Smoking Cessation
- ◆ Sexual Health Checks

Phone calls to nurses

There are 2 different answer phones for the Nurses, 1 dedicated to prescription orders & another for a Nurse to return your call, please follow the instructions & leave a *clear* message, these messages are picked up by several nurses, & your request will be actioned as time permits. All calls are returned before the final nurse finishes at 6pm.

If your call is urgent e.g., chest pain, difficulty breathing, bleeding profusely etc. please let the receptionists know and they can locate a nurse to take your call immediately.

HEALTH CARE ASSISTANT

Glenys has some clinical training but is not a Registered Nurse. She is able to attend to some patients waiting for a Nurse, who have requirements within her scope of practice. Please don't, be offended if she takes someone before you.

A Registered Nurse will attend to you shortly.

HEALTH IMPROVEMENT PRACTITIONER (HIP) & HEALTH COACH

Tanya & **Rachel** are here to help with your wellbeing. They can provide support for many issues including: Chronic conditions, Nutrition, Lifestyle changes, Stress, Sleep, Low mood/Anxiety, any problem impacting your quality of life Book this *free* service today through your GP, Nurse or Reception.

CLINICAL PHARMACIST

Belle & Nalini are specialists in medicines and medicine optimisation. They can work directly with you as part of our Clinical team to review your medications, provide education and liaise with other health providers, to answer queries about your medicines. Medicine reviews can include:

- Understanding how your medicines work and why they are prescribed
- Discussing problems with your medicines or suspected, unwanted side effects
- Understanding any potential drug interactions
- Understanding diabetes and the options for management
- Understanding how medicines used to manage diabetes work

PRACTICE MANAGER

Teresa Waitere is a pivotal person in the medical centre environment, as she is responsible for coordinating the majority of non-medical tasks in the practice. The principal GP owners entrust and delegate the running of the practice on a day-to-day basis and in line with the direction of the business. Patients should feel that they have been dealt with in a friendly, courteous manner and that all that can be done for them, has been done.

RECEPTIONISTS

Louise (Coordinator), Jae, Leslie, Bridgette & Emma

The Front-Line Specialists are here to assist you. Their priorities are to answer your calls, book your appointments & greet you on arrival, making sure the Clinician knows you have arrived. They pride themselves on going the extra step to make your visit as comfortable



& smooth as possible when you are likely feeling a bit vulnerable. Please make sure you let them know if there is anything they can assist you with & they will do what they can to help.

<u>ADMINISTRATOR</u>

Toiana provides efficient and effective administration support to the practice team and is an integral part of the practice. Therefore, she provides administration and front-line reception services, assisting and communicating with staff accordingly.

STUDENTS

South City Health supports our up & coming new generation of Clinicians, as part of this support, we sometimes have Medical Students (Nurses & Doctors) spending time with the Clinical staff, either observing or being supervised as they tend to their patients. You will be informed if your visit may include a student, if you do not wish to have them present in your consult, you can decline when asked, you do not need to explain why, and it will make no difference to your consultation / treatment.



MANAGE MY HEALTH (MMH):

ManageMyHealth (MMH) is an online secure messaging system that allows you to communicate with your medical centre. With your approval, MMH uploads your personal health information from our medical centre's computer system. It then allows you to access your personal health information from any internet device at anytime, anywhere in the world.

Once registered with MMH via reception you can manage your health needs

- · Book appointments
- · Request repeat prescriptions
- Receive recall reminders
- View medical conditions, lab results, immunisation records, allergies & prescriptions
- Share health information as required with other healthcare providers
- Use online tools to improve health and track progress
- Exchange messages securely with your medical centre



APPOINTMENTS

Please ring 07 8382323 for an appointment or book online via MMH, these can be via video (Doxy me), phone or face to face in clinic. Every effort will be made to accommodate your preferred time. Emergencies will always be given priority, and our Reception staff will transfer your call to a nurse for immediate action where necessary.

If booking via MMH – please note on the 'reason for booking' if you would like this via phone or in clinic.

If you are unable to get an appointment on the same day, please ask reception about our cancellation list, we can then contact you if an appointment becomes available if someone cancels.

If you are unable to attend your appointment for any reason, we request you contact the clinic as soon as possible to free up the appointment for another patient.

A standard appointment is <u>15minutes</u> <u>per patient.</u> Longer consultation times are available, so please ask our receptionist if you require extra time (this may incur a higher fee).

Please keep in mind when an appointment is booked for 1 patient, if extra queries / requests for other family members is asked, you may be declined & advised to book another appointment, if the Dr agrees, they will charge accordingly.

New Patients

If you need to see your new Dr before we have received your records from your previous Practice, you will be asked to book a longer consult for your first visit.

The additional time enables them to deal adequately with your medical history, your current medications, and any concerns or issues you have. The fee for the first consultation is, consequently, greater than the normal one.

This requirement applies only to patients who are new to the Practice as South City patients transferring to another Dr within the Practice will have full details already recorded.

Interpreters / Translators

If you (or a family member) require an interpreter service, we can organise this for you. It is a *free* service. Please let us know when you make the appointment.

Home Visits

Home visits are available for regular patients, whose condition prevents them from attending the surgery. Appointments are arranged through the nurses who can be contacted during normal surgery hours.

Services Available

- ♦ Health Screening
- ♦ Vaccinations
- ◆ Contraception
- ◆Travel medicine
- ◆Sports medicine
- ◆Spirometry
- ♦ Sexual Health checks
- ◆ Diving Medicals (OSH and Recreational)

♦ Immunisations

◆ Driving licence

♦ Weight Loss

◆ Steroid injections

◆ Dermalite

- ◆Family Planning ◆Cervical Screening
 - ♦ Infusions
 - ◆Asthma Clinic
 - ◆Skin Checks
 - ♦ Wellman Checks
 - ◆Smoking Cessation
 - ◆Liquid Nitrogen Freezing Therapy
 - ◆ Immigration Medicals

Travel Medicine

Travel Clinic appointments are available on Wednesday mornings, where a full travel medicine service is available.

This includes:

Full travel Medicine consultations.

Yellow Fever vaccination and certification and waiver certification when appropriate. Rabies vaccination - including rapid rabies regime, intra-dermal regimes, and intramuscular regimes.

Malaria prophylaxis.

Up to date diarrhoea prevention and treatment options. Zika, dengue, schistosomiasis prevention

Elderly, pregnancy and lactation, paediatric travel

Altitude and adventure travel (a speciality)



◆Pregnancy Tests

♦ Minor Surgery

◆ Diabetes Clinic

◆ Audiometry

◆ECG

Follow-up appointments

Repeat visits for the same problem will not necessarily mean a reduced fee as they often take as long as or longer than the initial visit. It is at the doctor's discretion as to what the fee will be.

Recall System:

Our practice is committed to preventative health care. Recall notices are sent out monthly via text, post & MMH email, as a reminder for patients for follow-up treatment and general preventative care.

Reminder System:

Appointment reminders are sent out the night before or the morning of your appointment via text. Please note these are generically worded to cover all appointments, so include both Virtual (phone or video) & in clinic appointments – if you are unsure what you booked, please contact Reception to clarify so you don't miss your appointment.

EXAMPLE

Hi Elvis, you have a virtual or an in clinic appointment 19 Jun 2024 at 3:45 PM Reminder if you are not available, do not attend or cancel the appointment with less than 1hrs notice, you will be charged a DNA fee of \$30 South City Health DO NOT REPLY



REPEAT PRESCRIPTIONS

Repeat prescriptions may be issued without a consultation for a stable medical condition only if authorised by the patient's doctor - This is discussed & decided during your Medication review & you will be advised of the recommended time for your next clinical review, it is expected that patients will be required to consult the Doctor <u>at least</u> 6 monthly unless agreed otherwise.

- In order to minimize inconvenience and ensure availability of appointments (if needed) with your doctor of choice, we encourage you to make your prescription requests at least <u>2 weeks</u> before running out of medication.
- We can issue interim small supply prescriptions if you are going to run out
- Pharmacies can issue emergency supplies of medication (3 days supply) for medications prescribed by a NZ doctor in the last 3months (your usual pharmacy)

Please see fees table included & note that there is an additional fee for scripts required within 24 hours.

Patients may phone the Nurses Prescription line to request a repeat prescription (alternatively you can send a request via ManageMyHealth). If there are any anomalies or queries regarding the details, the Nurse will discuss these with your Doctor.

TEST RESULTS

When blood tests are done on a patient, the patient is informed of approximately when the result will be in. The patient is informed they will be contacted if there is a need for follow up or repeat tests. To encourage partnership, participation and responsibility for the patient's own health, we ask that they phone in one week if they have not heard anything about their result(s).

INR Results:

We will phone you on the day of your test if there are any changes to your dose. If you don't hear from us, please take the same dose and phone the Clinic the day after your INR test for your latest result.

Phone 07 838-2323 and select option 3 to request a call back from a Nurse.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of this practice to always maintain security of personal health information. It is important that you keep us informed with all new personal details e.g., change of address or phone numbers, email & Next of Kin. It is procedure for Reception to check these details regularly.

PRIVACY



Our practice follows the rules set out below whenever we collect, use, store or disclose information about your health.

Collecting your health information

When we collect health information from you, we will:

- only collect the information for the purpose of treating you (or for some related purpose)
- collect the information directly from you unless you have authorised us to collect the information from someone else (or we have some other lawful reason for collecting the information from someone else); and
- tell you why we are collecting the information and what we will do with it.

Using your health information

We will not use your health information for any purpose other than for the purpose of treating you unless we get your informed consent, or we will use your information in a way that doesn't identify you (or where we have some other lawful reason for doing so).

Consult notes

Some of our GPs use the Nabla copilot program to help with their time management of consults, This program enables the consult notes to be dictated & converted to text during the consultation, allowing the Dr more time to spend with you directly & less time spent writing notes. If the Dr is using this program, they will advise you. It does not record your conversations and no information is sent to outside parties.

Storing your health information

We will store your health information securely so that only authorised people can access or use your information.

Disclosing your health information

We will not disclose your health information to anyone without your informed consent unless we have a lawful reason for doing so.

Access and correction of your health information

You can ask us to confirm whether we hold information about you. If we hold information about you, you have the right to access the information.

You can ask us to correct any information that we hold about you if you think that the information is inaccurate. If we refuse to correct your information, you can ask us to put a note on your information that states that you have asked for the correction to be made.

Enquiries

If you have any concerns about any matter relating to your health information, please ask to speak to our privacy officer.

Shared Electronic Records:

General practices, hospitals, accident and medical clinics, pharmacies and other health providers in the community all have a role in keeping you well.

Your health records are held at the general practice you are registered with. Sometimes other health providers need that information to make sure you receive the very best care when and where you need it.

A secure electronic summary of your health records will be available for other health providers to access that are directly involved in your care; this can only be accessed with your permission.



Your Rights

This practice complies with the Code of Health and Disability Services Consumers' Rights to provide a quality health service to you. If you feel your rights have been breached, please let us know. We welcome any opportunity to improve our standard of service and uncover any problem. You may add a comment to our suggestion box or make a complaint verbally or in writing. Alternatively, should you feel unable to do so, you may seek the support of an independent advocate from the Health and Disability Commissioner's Office, by phoning **0800 11 22 33**. For more information about the complaints process please ask any member of our staff.

By enrolling with this practice, you will be enrolled with the Midlands Regional Health Network Charitable Trust, and your name address and other identification details will be included on both the Practice and the PHO Enrolment Register.

Enclosed is information about the benefits and implications of enrolment with the Midlands Regional Health Network Charitable Trust, and their contact details are as shown.



PO Box 983

Hamilton 3240

Phone: 07 839 2888



CHARGES AND BILLING ARRANGEMENTS

We have a full list of our charges at the end of this brochure, on our notice board in the waiting room, in consultation rooms, & behind Reception, easily visible from the front desk.

Accounts

Payment is expected on the day of service (including virtual consults) by cash, credit card, eftpos or online, we don't typically run accounts.

Payments can be made online to South City health Ltd 03-0314-0330934-00, please use your name & chart number as reference (found at the top of your invoice or contact reception).

If you receive an invoice at the beginning of the month, this is expected to be paid within 7 days, if not your outstanding account will then incur an account fee of \$10. To reduce the risk of getting an account fee please ensure your email and contact information is up to date.

If you have difficulty paying on the day, please discuss alternative plans with Reception.

If you have been contacted by us regarding an account which has been outstanding for more than 3 months, and you still do not pay it, the account will be forwarded to a Debt Collection Agency. Please note that all collection fees will be added to your account.

Failure to attend an appointment / be available for your virtual appointment or cancellation of a Doctors appointment within one hour of the appointment time, will be subject to a \$30 fee.

Failure to attend Nurse appointments without notice will incur a \$10 fee Continued non-attendance of appointments will be subject to the full consultation fee being charged.

This applies to all ages.



BEHAVIOUR

Our Team is here to help

We understand you may be frustrated or upset, feeling unwell or under stress, but our Staff have the right to always be treated with dignity and respect, without the risk of yelling, threatening behaviour, or violence.

South City Health has Zero Tolerance for abusive or threatening behaviour either on the phone or in person.

This behaviour will not be tolerated and may result in offenders being asked to leave the practice.

SECURITY



Please be aware there are cameras operating externally & internally in the common areas

AFTER HOURS CARE ARRANGEMENTS

South City Health provides 24hour care for patients. Outside of surgery opening hours please ring the normal surgery number **07 8382323** for options of our after-hours services for help and advice.

Should it be necessary for you to consult with a doctor, after-hours attention is available with: Practice Plus online at www.practiceplus.nz

Weekdays 8.30am – 10pm & weekends / public holidays 8am-8pm.





Alternatively, at Anglesea Clinic, corner Anglesea and Thackeray Streets, Hamilton **07 858 0800**.

Covid Helpline 0800 358 5453

Any fees incurred for afterhours care is the responsibility of the patient.

DOCTORS NORMAL WORKING DAYS

Patients often wonder when their own GP is normally available for appointments, please note some of our Drs have dedicated Virtual only (v) days.

This table should provide a useful reference for you:

Dr Nilakshi Fonseka	Monday, Thursday, Friday
Dr Angela Hancock – In clinic (1st full week of the month)	Monday, Tuesday, Wednesday, Thursday, Friday
Dr Angela Hancock – Virtual only (rest of the month)	Monday (v), Tuesday (v), Thursday (v)
Dr Toby Hills	Monday (v), Tuesday, Wednesday, Thursday
Dr Danny Neave	Monday, Tuesday, Wednesday, Thursday, Friday
Dr Dasna Pallie	Currently on Leave until end of 2024
Dr Tiffany Sayer	Monday, Tuesday, Wednesday, Thursday, Friday
Dr Kate Sinclair	Wednesday, Friday
Dr Mark Taylor	Monday, Tuesday
Dr Geraldine Tennent	Tuesday
Dr Damian Tomic	Friday afternoon
Dr Jenny Wong	Monday, Tuesday, Thursday, Friday

Please note all the doctors at South City Health have access to your medical records and are able to provide care for you in the absence of your own GP.

CONSULTATION FEES

Registered Patients

Video / Phone / In clinic - the same fee applies to all methods of consultation

	Consult	csc	ACC	ACC with CSC	нинс
0-13 yrs	Free	Free	Free	Free	Free
14-17 yrs	\$35	\$13	\$35	\$13	\$32
18 -64 yrs	\$65	\$19.50	\$65	\$19.50	\$62
65+	\$62	\$19.50	\$62	\$19.50	\$59

Long Consultations

If you require a double appointment (30minutes), it is double a normal consult fee

Prescriptions

48hrs+ (pick up or to Pharmacy)	\$25
<48hrs (urgent)	\$35

Medical Examinations

Other medicals may be available please ask at Reception if you have a specific request

Drivers Licence	\$85
Diving Medicals	
- Standard (Recreational)	\$155
- OSH	\$285
- Student	\$85

Additional Charges

A doctor consultation may involve one or more of the following charges, in *addition* to the normal consultation fee (this applies to any age):

24 Hr Blood Pressure	\$90	Medical Certificate	\$25
Audiology	\$55	Nurse BP Check	\$15
Cervical Smear (Nurse)	\$35	Nurse Consultation	\$25
Cervical Smear (self swab)	\$25	Sexual Health Check	\$30
Dermalite (without ref)	\$25	Specialist referral / Letter	\$25
Dressings	\$15+	Spirometry	\$55
ECG	\$45	Suture Removal	\$15
Injection	\$20+	TRAVEL	
IV Treatment	\$50+	Travel Consults (p/p)	\$100
Liquid Nitrogen	\$15+	Travel Consults (p/p if 2+)	\$75
ManageMyHealth	\$25 annually	Travel Vaccines	Up to \$600 p/v

Please note that a normal consultation is 15 minutes per person. Different fees for longer consultations and home visits (\$150) and for minor surgery (\$300+) may be charged.

* prices correct as @1/7/2024



SCH Guest Password: BestHealthinTown (case sensitive)

Please be Courteous of Other's

No Speaker Phone, Videos etc



Please use headphones or step outside to take your call

