

## Information for New Patients updated 1/07/2023

Welcome to Pegasus Medical Centre (PMC) we look forward to meeting you. Please take the time to read the below information to ensure your healthcare journey aligns with our expectations.

PMC is committed to providing comprehensive, quality care to all our patients. Our doctors and nurses are fully trained in general practice and we believe in supporting our patient’s healthcare, best managed by fostering a relationship that is caring and trusting.

When you enrol with PMC you enrol with the practice and not an individual doctor. You can see your preferred doctor for continuity; however, you will need to book in advance. We do have appointments on the day if the nurse deems you need to be seen and can’t wait, in this situation you will see the doctor that is available.

Please note new patients to PMC are recommended to see the doctors with open books. Dr Janet Robinson, Dr John Dehn and Dr Jo Macgregor’s books are currently closed.

### Our Team

#### Doctors:

Dr John Dehn	Dr Janet Robinson	Dr Jo Macgregor	Dr Roger Dehn
Dr Isaac Ryan	Dr George Dehn	Dr Don Ponnampereuma	Dr Guillaume Hyron
Dr Tessa Stewart (Registrar)			

#### Nurses:

Karen Sloss	Kellie Hood	Rachel Dobson	April Fleming
Hayley Fletcher	Marie Clarke	Shannon Lloyd	

#### Health Care Assistants:

Mel Curline	Vicki Johns
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#### Reception/Admin

Annie Kerrigan	Andrea Cowan	Jan Silcock	Jayne Flitton
Faye Gurr	Annette van Oosten	Amy Lepper	Emma Nairn

#### Manager

Chantal Woodham

### Opening Hours

Monday	Tuesday	Wednesday	Thursday	Friday
8.00am – 6.00pm	8.00am – 6.00pm	8.00am – 6.00pm	8.00am – 6.00pm	8.00am – 5.00pm

#### New Patient first appointment

Following receipt of the “Patient Medical Questionnaire” and your notes have been electronically received from your previous practice, new patients over the age of 50yrs (and if requested by nurse if under 50yrs) are required to book a “New Patient Appointment”.

The nurse or receptionist will book this with you, it is a double appointment with the doctor and nurse if needed.

These appointments are important to capture your medical conditions, allergies, medications, family history and normal health checks and screening. **The charge for this appointment is \$55 (CSC) or \$100 with no card.**

**Phones** are answered from 8am to 5pm by our reception staff, outside of these hours our phones are diverted to afterhours and your call will be answered by a nurse and this nurse will triage your call and decide on a plan for you and your whanau's health care needs.

**Afterhours**, we are not open on Saturday or Sundays and evenings. If you need to speak to someone, please call our phone line at any time to speak to a nurse. The nurse will decide whether you need to go to urgent care The 24-hour surgery or the emergency department at Christchurch Hospital or alternatively give you advice and a plan over the weekend.

**Emergencies** at any time please **always call 111** or make arrangements to go straight the Emergency department at Christchurch Hospital.

### **Appointments**

To see a doctor or a nurse you need to phone the practice to make an appointment or book through our website on Manage My Health (patient portal). We do not offer follow up appointments.

We can get booked in advanced up to 2 weeks at times; it is important to pre book your routine appointments in plenty of time to ensure you are able to see your preferred doctor at your choice of times available.

You may book a telephone appointment with your doctor, however please note this type of appointment is only suitable if there is no tests required or the doctor doesn't need to perform an examination or view any body part.

### **Manage My Health**

You can book appointments, request repeat prescriptions and see your lab results through this patient portal. To sign up please go to <https://portal.managemyhealth.co.nz>. Appointments are unable to be booked with doctors that have closed books.

### **Cancellations/DNA's**

If you are unable to attend an appointment, please phone the clinic **at least 2 hours** before so that we can offer this time to another patient, there is a fee of \$15 for late cancellation. If you miss an appointment without letting us know we will charge a fee of \$15 as this will not be able to be filled with another patient with no notice. Re-occurring DNA's will need to pay when booking appointment.

### **Consultations**

Consultations with the Doctor are of 15 minutes duration. It is usually only possible to deal with one problem (health concern) per person in that time, perhaps two if they are straightforward. If you think you will need more time (e.g. your concern is complicated) or if you have several problems to discuss, please remember to book a double appointment (this will incur an extra fee).

We hope to make the clinic schedule run smoothly to ensure that your waiting time is minimal and that you receive unrushed consideration of your problems.

### **Repeat Prescriptions**

You can request repeat prescriptions by phoning the practice and giving the receptionist the medications, you need, alternatively you can do a request through MMH and the medications will show on your account to be repeated or through our website. If you are unable to provide the names and dosage of the medications, we will require you to make an appointment to the doctor to eliminate guesswork and errors. Allow 48 hours for your request to be processed. If urgent please ensure the receptionist is aware of your situation and an urgent prescription (on the day) can be done. There is an extra charge for this. See fees notice.

Sometimes you will need to be seen by the doctor before they prescribe repeat medicines for you. If this is the case the doctor will text (nurse to phone you if no mobile number) you to request you book an appointment to see a doctor. It is important that you do not run out of your medications (especially over long weekends and for holidays) – plan well ahead of time i.e., 2 weeks so that we can make the best arrangement for you to get a repeat script.

You will need to advise which pharmacy the prescription is to be electronically sent to; prescriptions are no longer able to be picked up from the practice. There is a fee for prescriptions, you will receive an invoice by email to pay.

### Test Results

If your results for tests indicate that further action is required, your doctor or practice nurse will call or text you with instructions. If you do not hear from us, you can assume that there is no cause for concern or further action required. However, if you would like your result or you still are not better, please do not hesitate to phone the practice and ask to speak with the nurse or book an appointment to see your doctor.

### Consultation Fees

Our practice fees are regulated by NZ government who provide subsidies for your healthcare. All our patient fees are reviewed in July yearly. Payment is required on the day of consultation; \$10 admin fee is added after 7 days and then each month until payment received. We encourage you to set up a regular payment to avoid admin fees. Telephone/virtual consultations incur the same fee as a normal consultation.

Age	Doctor Consultation	ACC Surcharge	Nurse Consultation
0-13	Funded	Funded	Funded
14-17	\$44	\$35	\$22
14-17 CSC	\$13	\$13	\$12
18+	\$55	\$49	\$32
18 + CSC	\$19.50	\$19.50	\$17

Age	Prescription Fees	With CSC	Urgent (same day)
0-13	Funded	Funded	
14-17	\$18	\$12	\$30
18 +	\$23	\$17	\$30

### Other Service & Procedure Fees

Please see our services & fees page <https://www.pegasusmedicalcentre.co.nz/services---fees> on our website for all other procedures done in the clinic such as minor surgical, biopsies, ECG's, liquid nitrogen, insurance and drivers medicals, pregnancy testing, cervical smears, wound dressings and vaccinations etc.

Forms/letters/referrals request for completion by Doctor outside of a consultation will incur a fee from \$20 depending on time to complete this paperwork.

### Health Improvement Practitioner (HIP) and Health Coach (HC)

These roles are fully funded for our enrolled patients and part of our general practice team. Their typical day usually consists of half scheduled and half unscheduled appointments, so they have availability on the day for our patients needing or wanting a same day appointment. They both have 30min appointments – speak to your nurse or

doctor for an introduction to either of them.

- **Cara is our HIP** and works Mondays, Tuesdays and Fridays. Yvonne and Cara can support you long or short term to help create solution focused action plans and to help develop skills to empower self-management of wellbeing.
- **Rhea is our Health Coach** (Molly is on maternity leave) and works Tuesdays, Wednesdays and Thursdays. She is available short or long term to help you with self-management support while also providing continuity of care, emotional support and guidance.

### **Communications**

Emails are our preferred method of contact for reminders about; accounts, screening tests you are due for like smears, mammograms, blood pressure checks, immunisations etc. Please let us know if your contact details have changed as this will help us to communicate with you effectively and efficiently.

Doctor appointment reminder texts are sent the day before your booked appointments.

Please do not reply our communications by text (not checked) or email as your doctor is unable to process requests by email unless this is for prescriptions. We recommend you call us or make an appointment time to see the doctor.

**Address:** 52 Pegasus Main Street, Pegasus 7612

**Phone:** (03) 920 4060

**Email:** [reception@pegasusmedicalcentre.co.nz](mailto:reception@pegasusmedicalcentre.co.nz)

**Text:** replied texts are not checked – please don't reply us if you receive a text.

