

Our Reception Staff, Nurses and Doctors continue to work extremely hard to provide you with the best service possible – Often under difficult circumstances, especially when we have emergencies to deal with. We appreciate your understanding and kindness when dealing with our team members.

It is quite busy with respiratory illnesses and more patients need to be assessed. Hence, we ask you to arrive on time, otherwise you may not be seen.

We have noticed many patients do not show up to their booked appointments depriving other patients to be seen. If you cannot attend, please call us and cancel your appointment at least 2 hours prior, otherwise there might be a charge.

COVID 19 Immunisation: Canterbury DHB has created a public website (vaccinatecanterburywestcoast.nz) to provide information about the vaccination roll out, including frequently asked questions, resources, and links through to sites with more information. Eligible groups will receive a text message with instructions on how to book. You do not need to ring the medical centre.

We would like to remind you that **at Level 1**, we are still required to have patients sign in at Reception either using the manual tracer or the QR code. Any patients with respiratory symptoms, should call first and discuss their condition with a nurse. The nurse will do an assessment over the phone and if you need to be seen at the practice, you may be asked to wait in the car. If you meet the Ministry of Health criteria, a free COVID swab will be offered at the Centre. If you need to see a GP, this will be arranged, and you will be asked to wear a mask. Results of COVID swabs are texted to you as soon as they become available.

If you have a medical emergency or are acutely unwell, please call 111.

If you have an **urgent /acute condition**, do not use Manage My Health, call us to speak to a nurse

You can book a consultation by calling us or alternatively online via our website and go to “Manage My Health (MMH)”. You can also use this portal to access lab results and request repeat prescriptions. If you need assistance to register with MMH, please contact our reception team who will be happy to help. If you have any issues with MMH, contact NZsupport@mmhglobal.com. You can download the app from the App store or Google Play, or our website <https://www.managemyhealth.co.nz>
Please note fees for phone consultations are the same as regular consultations.

Phone Calls to nurses: Nurses will take your phone call if they are available. Otherwise, please leave a message and you will be called back in a timely manner.

Test results can take some time to be available and reviewed by the Doctor. You will be contacted if further action is needed. They can be viewed on Manage My Health as well. Thank you for your patience.

Appointments are 15 minutes to cover 1 or 2 issues. If you have more issues, please book 2 appointments.

Mole Checks, Musculoskeletal issues, New Patients, Insurance / Full Medicals, need 2 appointments.

Pegasus Skin Cancer Clinic (Southern Cross Affiliated Provider) offers full mole checks, Skin Cancer Diagnosis and Management, Minor Surgery for Skin lesions. If you have a mole of concern or which has changed, book a single appointment and we will see you within a week. There might be a wait for full mole checks.