

We are OPEN at different **alert levels** but will be operating slightly differently. If you have a health concern need medication or would like to book a consult, call us as usual on 039204060.

**COVID SWABS:** Patients who have been in locations of interest or who have symptoms such as sore throat, runny nose, cough, loss of smell, fever, shortness of breath. We encourage you to call us to book a test. Covid swabs are free. Please Wait in the Car Park.

**COVID VACCINATION:** We are running COVID Vaccine clinics on Saturdays (all day). Wednesdays and Thursdays evenings. You can book online [www.bookmyvaccine.covid19.health.nz](http://www.bookmyvaccine.covid19.health.nz) or by calling 0800 282926. You do not have to be enrolled with the medical centre; this is for everyone. Please, book 12-15 year olds in the same way. **APPOINTMENTS ARE AVAILABLE ON BOOKMYVACCINE.**

At all alert level 2,3 and 4 , we are required to have patients sign in at Reception either using the manual tracer or the **QR code and wear a mask.**

**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](mailto:NZsupport@mmhglobal.com) . You can download the app from the App store or Google Play, or our website <https://www.managemyhealth.co.nz>. **Booking through MMH is available now.**

**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.

**Saturday Clinics** are temporarily withheld until level 1.

**Our phone lines** have been extremely busy and some patients find it hard to get through. Thank you for your patience. We are adopting different measures to alleviate that including resuming booking through Manage My Health.

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

**Mole Checks and Musculoskeletal** issues need 2 appointments. 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 routine mole checks due to demand