

Information for New Patients

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 Isaac Ryan’s books are currently closed.

Our Team

Doctors:

Dr John Dehn	Dr Janet Robinson	Dr Roger Dehn	Alastair Dunbar (GP Registrar)
Dr Isaac Ryan	Dr Guillaume Hyron	Dr Tessa Stewart	
Dr Shaun Aindow	Dr Aurelie Valls	Dr Sophie Dyhrberg	

Nurses:

Karen Sloss	Kellie Hood	Rachel Dobson	April Fleming	
Hayley Fletcher	Marie Clarke	Anna Scott	Tessa Nathan	Mel Curline

Reception/Admin

Annie Kerrigan	Jan Silcock	Jayne Flitton
Faye Gurr	Annette van Oosten	Amy Lepper
Sandra Durand	Di Harrison	Jane Terrinoni

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 your notes 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”.

Part of being enrolled at Pegasus Medical Centre is that you agree to a New Patient appointment (30 minutes / double)

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 \$80 (CSC) or \$120 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, Sundays, evenings and public holidays. 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.

Interpreter Service

Our reception staff can arrange fully funded Interpreting service through telephone, video and face to face should you require this service.

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 will be a fee for late cancellation and no shows. If you missed an appointment without letting us know we will charge a fee of \$19.50 for children U14 and community service card holders and \$62 for everyone else. Re-occurring DNA's will need to pre pay for the 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 as there is no government funding for 2 appointments per day).

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.

Fully subsidised consultations for children under 14years are subject to the child being in the consultation. Double appointments for children under 14years are not fully subsidised, funding is received for one appointment per day.

We will only book a double appointment for child under 14 years of age if doctor requests this in certain circumstances.

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 72 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	\$47	\$42	\$25
14-17 CSC	\$13	\$13	\$12
18+	\$62	\$55	\$33
18 + CSC	\$19.50	\$19.50	\$17

Age	Prescription Fees	With CSC	Urgent (same day)
0-13	Funded	Funded	
14-17	\$25	\$12	\$32
18 +	\$27	\$17	\$32

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 \$30 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.

- **Keryn (HIP)** works Mondays, Wednesdays and Fridays. The HIP 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.
- **Sarah (Health Coach)** works Tuesdays, Thursdays and Fridays. The HC 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. (excluding appointments made through Manage My Health).

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

