

## YOUR RIGHTS

When receiving a health or disability service you have the right to:

- ❖ The right to be treated with respect | Mana
- ❖ The right to fair treatment | Manaakitanga
- ❖ The right to dignity and independence | Tū rangatira Motuhake
- ❖ The right to appropriate standards | Tautikanga
- ❖ The right to effective communication | Whakawhitiwhitinga whakairo
- ❖ The right to be informed | Whakamōhio
- ❖ The right to choice and consent | Whakaritenga mōu ake
- ❖ The right to support | Tautoko
- ❖ Rights during teaching and research | Ako me te rangahau
- ❖ The right for your complaint to be taken seriously | Amuamu

The Code of Health and Disability Services Consumer's Rights applies to all health services in New Zealand. The Code gives rights to all consumers.

**ADVOCACY SERVICE** The Health and Disability Consumer Advocacy Service is free, independent and confidential. If you believe your rights have been breached. You can contact the service on 0800 555 050. Email: [advocacy@advocacy.org.nz](mailto:advocacy@advocacy.org.nz)

**HEALTH INFORMATION & PRIVACY** We committed to safeguarding the privacy of patient information. We have a legal obligation to comply with the Privacy Act 2020, and where health information is involved, the Health Information Privacy Code 2020. You can read more about these laws on the website of the NZ Privacy Commission ([www.privacy.org.nz](http://www.privacy.org.nz)).

## FEES

### ENROLLED PATIENT FEES (current at time of print

March 2024)

#### Monday - Friday Normal Business Hours

0-13 years	FREE
14-17 years	\$13.00*
18 years and over	\$19.50*

\*Please add \$30.00 per extra 15 mins when requesting an extended consult with a GP.

#### Urgent Care/Out of Hours Face to Face

Weekdays 5pm-8pm	Weekends 8am-8pm
0-13 years	FREE
14-17 years	\$55.00*
18 years and over	\$75.00*

\*Charge may be reduced if you hold a current Community Services Card.

#### Other Services

Referrals	\$15.00
Scripts	\$25.00 (Urgent/Same day request)
	\$15.00 (Within two business days)
ECGS	\$35.00
Nurse consults	\$10.00
Drivers license medicals	\$52.00
Home visits	\$80.00

Fees are due: on the day of your consultation

A fee may be applied for not attending / not cancelling an appointment

# MAUNGATAPERE MEDICAL CENTRE

10 Mangakahia Road, Maungatapere



Phone. (09) 430 8062

Website:

<https://maungataperemedical.co.nz>

## OPENING HOURS

**Monday:** 8am - 5pm, 5pm - 7pm by appointment only

**Tuesday - Friday:** 8am - 5pm

**Weekends and public holidays:** 8am - 8pm on-call phone advice

### After Hours

**Before 8pm:** Phone us at 09 430 8062

**After 8pm:** Phone Healthline for free at 0800 611 116

## SERVICES WE OFFER

- Diabetes Annual Checks and Education
- Wound Care (Including ACC Related Injuries)
- Asthma Education
- Blood Pressure Checks
- Cervical Cancer Screening
- Childhood Illness Care and Advice
- Contraception/Family Planning Advice
- Driver License Medicals
- Drug Testing
- Flu Vaccinations
- Health Education
- Immunisations
- Insurance Medicals
- Cardio-Vascular Disease Risk Assessments
- Minor Surgery
- Pregnancy Testing
- Smoking Cessation Advice and Support
- Sports Injuries
- Work Injuries
- Throat swabbing
- All Routine Prescribed Injections e.g. B12 etc



## TEST RESULTS

Unless you have been advised otherwise, your laboratory results will be available to your doctor usually within a couple of days of the test, x-ray or scan being done. If there is anything that needs to be followed up, the doctor or practice nurse will contact you directly. If you are not contacted but would like to know the results please phone (09 430 8062). Leave a message and your call will be returned as soon as possible, usually at the end of that day or the following day.

You can also get your results through the patient portal  
If you are registered for Manage My Health, log in to the portal and view your results.

To register for access to the Manage My Health patient portal to get access to your test results in your own time, contact reception or visit our website and follow the prompts.  
<https://maungataperemedical.co.nz>



## REPEAT PRESCRIPTION PROCEDURE FOR ENROLLED PATIENTS

Please allow **TWO BUSINESS WORKING DAYS** for a repeat prescription of your usual medication to be completed.

Urgent/same day prescriptions will incur a higher fee (see fee schedule)

Patients wanting to request a repeat prescription should call (09) 430 8062 and leave a clear message with full name and requested medication details (including your preferred pharmacy).

Repeat Prescriptions are only available if the medication has been previously prescribed by one of our Doctors for a stable condition.

Your prescription will be emailed directly to the Pharmacy of your choice. Please clearly state which Pharmacy you would like it emailed to.

