

## Available Services

- Childhood vaccinations
- Travel Vaccinations and Information
- Accident and Medical Clinic for urgent care
- Preventive health checks
- Annual Diabetes Checks (free)
- Flu Vaccination
- Liquid Nitrogen (Cryotherapy)
- Tympanometry (Ear testing)
- Pregnancy tests
- Blood Pressure checks
- Wound care
- Health Education
- Sexual Health support
- Minor surgery
- Fracture care/plastering
- Asthma support
- Driver Licencing
- Immigration Medicals
- Other medicals

**Test results:** We don't usually phone if your test results are normal. We recommend you phone us to confirm all test results 3 to 4 days after the test

**Text Reminders:** We provide this service for booked appointments

## Complaints Procedures

We strive to maintain a high quality service to our patients and we welcome any suggestions and feedback you might have.

If you are unhappy about the treatment you have received, or would like to provide us with any feedback, please let us know by either discussing it with the staff member concerned or contacting our Practice Manager or Nurse Manager

## Contact the Practice Nurse

**07 378-7060**

Call us if you need to speak with our Practice Nurse for advice.

## Repeat Prescriptions

If your medical condition is well controlled and you are on long term medication, you may phone for/request your repeat medications although we do recommend you see your doctor at least every 6 months for review.

Generally 48 hours' notice is required and there is a \$12 charge for this service (for registered patients). Urgent requests, eg ready the next business day, cost \$17 for registered patients. All prescriptions are emailed to the pharmacy of your choice.



## Taupō Health Centre

113 Heuheu Street

Taupō

Ph: 07 378-7060

Fax: 07 378-2255

Email: [thc@taupohealth.co.nz](mailto:thc@taupohealth.co.nz)

|               |                 |
|---------------|-----------------|
| Dr G Tate     | Dr P Fleischl   |
| Dr B Thomas   | Dr M Verkooyien |
| Dr T Meihana  | Dr K Whittfield |
| Dr K Mascelle | Dr M Haver      |
| Dr B McHale   | Dr F Czuba      |
| Dr H Shuja    |                 |

Website: [www.taupohealth.co.nz](http://www.taupohealth.co.nz)

Facebook: [taupo health](https://www.facebook.com/taupohealth)

## OPENING HOURS

8.00 am to 5.30pm  
Monday to Friday

## AFTER HOURS

If you require urgent medical attention please phone us on:

**07 378-7060**

Taupō Health Centre, alongside the 2 other local general practices, provide cover for 24 hour emergency health services throughout the year. This service is available for urgent conditions arising outside normal surgery hours. It is not intended for use by people seeking medical care for non-urgent/routine concerns. Please phone the number above at any time if you require medical attention.

## HOME VISITS

Our doctors do home visits when necessary. We strongly recommend, however, that these requests are kept for emergencies, as visits to our clinic allow more time and better facilities for you and your health care team.

## CHARGES (as at March 2021)

**Enrolled/Registered patients** between 8.00am and 5.30pm will be charged:

- \$19.50 - age 18 and over
- \$13.00 - between 14 and 17 years
- FREE for children under 14 years
- ACC co-payment is \$30.00
- Not attending your booked appointment may result in a \$19.50 charge

**Casual patients** between 8.00am and 5.30pm

- Overseas Visitors(all ages) \$85
- Adult (no CSC) \$85
- Adult (with CSC) \$30
- Child (no CSC) \$60

**After Hours consults with the Duty Doctor:**

After 5pm weekdays and all weekends are considered as After Hours and will be charged accordingly:

|                          | Registered/Casual |
|--------------------------|-------------------|
| • Adults (no CSC)        | \$60 / \$95       |
| • Adult (with CSC)       | \$45 / \$65       |
| • 14 to 17 yrs (no CSC)  | \$40 / \$60       |
| • 14 to 17 yrs (CSC/HUC) | \$30 / \$45       |
| • Under 14 yrs           | Free              |
| • Overseas Visitor       | \$95              |

- Public Holidays incur a further surcharge on the fees shown above.
- Additional charges will be applied for:

- ECG
- Ear suction/syringing
- Travel Vaccinations
- Travel insurance forms
- Liquid Nitrogen treatment
- Dressings and consumables
- Flu vaccinations if unfunded
- Disability Allowance forms
- Driver's License medicals
- Please ensure we have your updated Community Services Card (CSC), High User Card (HUC) and ACC numbers
- Non-payment of accounts will result in referral to a debt collection agency at patient's own expense
- Casual patients are requested to pay prior to being seen on the day
- Ask our staff if you need to query any other types of fees

## WAITING TIMES on the day

Due to unexpected emergencies, delays are sometimes unavoidable and we ask for your tolerance and understanding in these circumstances. However, if you feel your problem is urgent, please let the reception team know and we will assess your concerns accordingly.