

## Available Services

- Childhood vaccinations
- Travel Vaccinations and Information
- Accident and Medical Clinic for urgent care
- Preventive health checks
- Annual Diabetes Checks (free)
- COVID vaccinations
- 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 \$13 charge for this service (for registered patients). Urgent requests, e.g. ready the next business day, cost \$19 for registered patients. All prescriptions are emailed to the pharmacy of your choice.



## Taupō Health Centre

113 Te Heuheu Street

Taupō

Ph: 07 378-7060

Fax: 07 378-2255

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

Dr G Tate      Dr B McHale  
Dr T Meihana   Dr F Czuba  
Dr K Whittfield   Dr W Fullick  
Dr K Mascelle   Dr M Verkooijen  
Dr H Shuja

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

Facebook: taupo health

## 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 urgent 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 6 November 2023)

**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 \$35.00
- Clinical Advice given via Portal is \$15
- Not attending your booked appointment may result in a \$15 charge

Above charges are for a standard 15-minute appointment to discuss 1-2 issues. Please book a double appointment (30 minutes, \$55) if you have a few things to discuss with your GP.

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

- Overseas Visitors (all ages) \$100
- Adult (no CSC) \$100
- Adult (with CSC) \$35
- Child (no CSC) \$70

### 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) \$66 / \$111
- Adult (with CSC) \$49 / \$75
- 14 to 17 yrs (no CSC) \$44 / \$70
- 14 to 17 yrs (CSC/HUC) \$33 / \$52
- Under 14 yrs Free
- Overseas Visitor \$111
- 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.

### **PAYMENT**

We expect payment for services on the day of consultation. We accept cash, Eftpos and Internet banking, automatic payment, Visa, and Mastercard.

Internet banking details:

02 0428 0283785 000. Please include your full name and chart number or invoice number, which is shown on your invoice/receipt.

Payment via the MyIndici portal:

Enter your card details into the 'account' page on the portal, and payment will be registered on your Indici account straight away.