

## PATIENT INFORMATION



### OPENING HOURS

Mon – Fri: 8am to 8pm

Weekend & Public Holidays: 9am to 6pm

Westgate Shopping Centre

Ph: 833 3134 Fax: 833 3135

Email: [info@wgmc.co.nz](mailto:info@wgmc.co.nz) [www.wgmc.co.nz](http://www.wgmc.co.nz)



# WELCOME

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**Westgate Medical Centre has been providing accident and medical services for West Auckland and North Shore communities since being established in May 1999.**

It is situated in the Westgate Shopping Centre adjacent to the North Western Motorway. We are both an extended hours General Practice staffed by permanent GP's and **accredited by the Royal New Zealand College of General Practitioners** as well as an **ACC accredited Accident and Medical Clinic**. A pharmacy is adjacent to the clinic as well as Mercy Radiology who offer X-Rays, mammograms and ultrasound services. Physiotherapy and laboratory services are situated in the Westgate Shopping complex.

We provide a diverse mix of doctors originating from New Zealand, South Africa and a number of other countries. There are always male and female doctors on duty during the week. All our doctors hold membership or fellowship of either the Royal New Zealand College of General Practitioners and, or College of Urgent Care Physicians and are therefore highly qualified.

The centre is equipped to the highest possible standard and we pride ourselves on being innovative and up to date. All clinical records are securely stored on our computer system and all discharge papers, laboratory reports or clinical letters are received electronically and included in the computerised patient record.



There are 6 **acute treatment bays**, 3 for general use, 1 for asthma, 1 for plastering of fractures and a fully equipped resuscitation facility including defibrillator, ECG, oxygen, suction and monitoring equipment.

Our **operating theatre** has been accredited as a day stay theatre and is used for excision of skin lesions, circumcisions and vasectomies.

We can also remove foreign bodies from eyes with the aid of a slit lamp, insert and remove IUD's and contraception implants and many other procedures.

Our nursing staff prioritise patients and keep an eye on the waiting room for any patient that may require urgent attention. If you have a problem that requires immediate attention, please inform the reception staff on arrival. You will then be taken to one of our nurses who will immediately triage you to ascertain the urgency of care required and inform the doctor accordingly.

Our enrolled patients who consent to being recalled are informed when various screening tests or health checks are due according to their age, gender and ethnicity.

We are always trying to improve our services to our patients by remaining up to date and informed on the latest medical knowledge as well as technological advances.





## What We Ask Of You

Please inform your doctor of all the reasons for your visit and what is most important to you. If you don't understand anything the doctor tells you, please inform them. If an examination is required, you may request a chaperone. It is our policy to have a chaperone present for all genital and breast examinations performed by a doctor of the opposite gender.

For casual patients a copy of your consultation notes will be sent to your GP unless requested not to.

If your first language is not English or you are hearing impaired, you may request an interpreter. Please inform our reception staff prior to your appointment and this can be arranged for you.

For enrolled patients who are subsidised through the PHO, we ask that you NOT attend other medical centres for care while we are open, unless it is a real emergency or you are out of town as we then have to pay for the cost of that visit.

It is your responsibility to keep your contact details updated. If your phone number or address changes, please inform us as soon as possible as we may need to contact you urgently.

Thank you for respecting our staff at all times. They are precious to us and we have the right to decline to care for angry or abusive patients.

We ask you to please turn off your mobile phone before seeing the doctor or nurse.

## Enrolled Patient Benefits

You will be asked by our reception staff if you wish to register with the clinic. This means you will choose us as your GP. You may wish to select a specific doctor or choose the centre without specifying a specific doctor. Registering with the clinic enables you to apply for enrolment in our PHO. The benefits\* of this are:

- Cheaper prescription charges and subsidised consultations
- Free annual diabetic check for all diabetics
- Under 22 sexual health project – free sexual health visits for eligible persons
- Primary Options – subsidised care for patients treated at the centre instead of admitting to hospital. This may include intravenous antibiotics, x-rays etc
- Care Plus – free nurse consults for certain chronic diseases

All our registered patients who have consented will benefit from our recall systems. When you have a procedure done or are due to be checked we will send you a reminder letter. Samples of the type of recalls we provide are:

- Cervical Smears
- Mammograms
- Immunisations and vaccinations
- Depo Provera contraceptive injection
- Routine health checks including cholesterol, heart disease, diabetes etc.
- IUCD and implant removals and checks

**Enrolled patients will pay substantially reduced fees, once their enrolment is approved by the Ministry of Health and funding has been received by the practice.**

This occurs in quarterly cycles and can therefore take up to four months to come through. As a goodwill gesture, the practice will offer a discounted rate off our casual rates while we are awaiting confirmation of funding. Enrolled patients are also able to contact our nursing staff on weekdays for free telephonic advice.

\*These benefits are subject to change without notice.

## Patient Charges

Our fees are displayed in our reception area. Please note that these advertised fees apply to standard consultations up to 15 minutes. Extended consultations, procedures and materials incur additional fees. We are open on weekends and public holidays, however in order to cover the extra costs involved we have to charge a surcharge on these days. Our charges will always remain very competitive with other A&M clinics. We do our best not to make invoicing errors, but they can occur. Our doctors have a limited discretion regarding patient fees charged and are expected to follow practice guidelines. All our invoices are checked on a regular basis and we reserve the right to make corrections on rare occasions within 10 working days of your visit.

From time to time we will submit claims on your behalf for funding for all/part of your treatment to third parties such as ACC, the PHO, Primary Options, your Employer etc. We must however emphasise that you are ultimately responsible for settlement of all costs incurred, and if for any reason the claims for funding are declined, then you will be required to settle such accounts.



| TYPE OF SERVICE       | TOTAL BILLED |
|-----------------------|--------------|
| Medical Visit         | 100          |
| Testing   X-ray   Lab |              |

## Privacy Policy

Your privacy is important to us. We have sophisticated systems to protect your clinical records. If you wish to contact us for test results, you may be asked certain questions to identify yourself. Please do not be offended by this. Certain results will not be discussed by phone and you will be asked to attend in person to receive these. Please do not ask a third party to obtain results on your behalf unless you have given us written consent to discuss your results with that person.

## Accounts & Late Payments

Our policy is that all fees are settled at the time. In exceptional circumstances, enrolled patients may apply for a short term account up to a limit. An application form is available at reception. If you reach this limit, you will be required to pay for all future consultations at the time of visit. Please, if you have any problems paying your fees, discuss this with the Practice Manager as soon as possible, so that a mutually agreeable arrangement can be made. If an account is not paid without an arrangement, you will be sent a final warning. If no subsequent arrangement has been made you will be handed over to a debt collection agency for recovery of the debt and all costs incurred and may be removed from our patient register. This will also affect your credit rating.



## Making Appointments

To make an appointment with a doctor or nurse, phone reception on 833 3134 with your preferred day and time and the doctor you wish to see. We realise that it is not always possible to make an appointment in which case you can “walk-in” and request to see a specific doctor. You may have a short wait until that doctor is available or if not, you may have to see an alternative doctor, but you will always be seen! If you are not seen within 30 minutes please inform our reception staff.



## Test Results

We only contact patients if a result requires further management. A discounted consultation fee will usually be applicable if a patient is advised to see the doctor to discuss a result or for further management. We regret we are unable to notify you if your results are normal. Patients may request copies of their results from our nurses by attending in person to request these. Note however, to avoid confusion, our nurses are unable to discuss these results with you and if you wish to discuss them, you will need to make an appointment with the doctor. In addition, enrolled patients may receive them electronically by registering for the Manage My Health on-line Health Portal. Please ask your GP for more information on this.

## After Hours Service

If you need medical care when the clinic is closed, please phone our usual number **833 3134**. Your call will be answered by a nurse with clinical experience, who will be able to give you advice on your medical condition and possible treatment required as well as appropriate information regarding whether you need to see a doctor immediately or see your GP the next day. We will receive this information for your patient file the next morning from the nurse at the After Hours Service.



## Suggestions

We value your input, so if you have any suggestions or recommendations regarding our medical centre, please feel free to put them in writing and deposit them in the suggestion box on the reception desk. If you require feedback, please write your name and contact number on the form.

## Repeat Prescriptions

**Enrolled patients, with certain chronic conditions who have been reviewed in the prior twelve months and assessed as being stable by their GP, may fill out a Repeat Prescription Request form.** These are available at reception or can be downloaded from our website. They can be handed to reception, scanned and emailed to [scripts@wgmc.co.nz](mailto:scripts@wgmc.co.nz) or faxed to 833 3135. The relevant doctor will then make a decision either to issue the prescription or ask the patient to attend the practice for a consultation. NOTE: we do NOT accept telephonic requests for reasons of patient safety and accuracy.



## Complaints Procedure

We hope this never arises, but should you be unhappy with our service, the following options are available to you:

- Complaints form available from reception which you can either hand in at reception or place in the suggestion box on the reception counter
- Practice Manager – who will take a verbal complaint or if you wish write it down for you
- In writing to the Complaints Officer
- Health & Disability Advocacy service on 0800 555050
- Health & Disability Commissioner on 0800 112233

You are welcome to bring a support person to any meeting you have at the medical centre.

We ask that should you have any concerns, to please come and discuss them with us first in order that we both may be able to achieve a satisfactory outcome and learn from the experience.

## Our Clinical Staff

### NURSING STAFF

Amongst the services that our highly trained nurses provide are:

### NURSE RUN CLINICS

Diabetes, Asthma, Cardiovascular Risk Assessment, Cervical Smears, Well Child, Before School Check and Travel Health & Vaccinations

### OTHER SERVICES

- Wart Freezing with Liquid Nitrogen
- Immunisations
- Dietary advice for weight loss or disease control
- Smoking Cessation – advice and treatment
- Removal of ear wax by irrigation
- Emergency Contraception  
(morning after pill – no appointment required)



## Doctors

All our doctors are experienced, have one or two fellowships, or are working towards these. They have a wide variety of skills including surgical skills such as vasectomies, circumcisions, excisions of moles and larger lesions under local anaesthetic. Most have been in practice for many years.

## Occupational Health Services

Westgate Medical Centre offers an extensive range of Occupational Health Services for a variety of industries. These include:

- Pre-employment Medicals & Health Checks
- Executive Medicals
- Drug and Alcohol Screening
- Annual monitoring of Spirometry and Audiometry
- Flu Vaccination, Tetanus and Hepatitis Vaccinations can be provided at the workplace
- Driving Medicals
- Occupational Diving Medicals
- Accident Care

If you are interested in any of these services, please discuss this with our General Manager, Dr Richard Selkon.





## **ACC**

As an **ACC accredited A&M clinic**, we are very experienced in dealing with all types of accidents and emergencies and as already stated have modern equipment and facilities on site. X-rays are next door and are open the same hours as the medical centre.

We are able to manage most fractures and dislocations as well as suture wounds.

Patients who have had a fracture treated at a public hospital, or other A&M clinic, may be able to have follow-up care, including x-rays, provided at our clinic **FREE** of charge. Please ask the hospital clinic or your GP if you are suitable for this..

## **Note**

**All follow-up accident wound care is free of charge.**

## Notes

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## OUR SERVICES

### SERVICES

General Practice  
Acute & Chronic Care  
Nursing Clinics  
Travel Medicine  
Immunisations  
Tympanometry  
Audiometry – hearing tests  
Biopsies  
Ear Irrigation

### MINOR SURGERY

Excision of skin cancers  
Excision of other lesions  
Excision of ingrown toenails  
IUCD insertion  
Contraception Implants  
Vasectomies  
Circumcision

### SPECIALISTS

The Skin Institute:  
- Surgery, Molemap &  
Appearance Medicine  
Orthopaedic Surgeons  
Gastroenterologist  
General Surgeon  
Podiatrist  
Audiologist  
Ophthalmologist  
Clinical Psychologist

### ACCIDENT

Plastering of fractures  
Suturing of Wounds  
Fracture Clinic  
Work Place Injuries

### MEDICALS

Insurance Medicals  
Immigration Medicals  
Diving Medicals:  
- Commercial & Recreational  
Driving Medicals

### OCCUPATIONAL HEALTH

Pre-employment Medicals  
Audiometry  
Spirometry  
On-Site Vaccinations  
On-Site Drug Screening  
Annual Health Monitoring



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