

# Information



## Welcome to Ruatahi Medical Centre

Thank you for entrusting your care to us. We are committed to providing excellent health services in a cost-effective manner.

This sheet gives you instant access to important information regarding our medical practice. Please keep it in a safe place.

### Services

Our clinical team can assist you with all of your healthcare needs. We pride ourselves on modern, convenient and continuous care.

Services include:

- + Regular Checkups
- + Women's Health
- + Family Planning
- + Minor Surgery
- + Repeat Prescriptions
- + Referrals
- + Men's Health
- + Sexual Health
- + Pregnancy Care
- + Travel Medicine
- + Immunisations
- + Specialists

### Doctors

Dr Hina Chandra, Dr Anne Dibley, Dr Lise Griffith, Dr Lisa Hughes, Dr Liz Powell

### Nurses

Raelene, Lara, Melanie, Rachel, Jenipher (HCA)

### Administration

Raewynne (Practice Manager), Wendy, Donna, Hineata, Tamzyn

### Fees

Registered Patients		ACC
0 — 13 Years	FREE	FREE
14 — 17 Years	\$32	\$32
18 — 24 Years	\$46	\$46
25 — 64 Years	\$47	\$47
65+ Years	\$45	\$45

#### CSC Holders

14 — 17 Years	\$13	\$13
18+ Years	\$19.50	\$19.50

#### Other Consultations

Nurse Consult	\$25	\$25
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#### Repeat Prescriptions

14+ Years	\$21
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Standard consultations are 15 minutes. Longer consultation times may be available. Please ask for these when booking. Additional charges may apply.

### After Hours Care

Our preferred urgent care clinic out of hours is Lakes PrimeCare (Accident & Urgent Medical Care Centre) — 1165 Tutanekai Street, (07) 348 1000.

They are open 8 AM to 9 PM, Monday to Sunday. No appointment is necessary.

### Enrolment

Enrolling is free and voluntary. If you choose not to enrol you can still receive health care services from your chosen GP, general practice or primary health care services provider.

Advantages of enrolling are that your visits to the doctor will be cheaper and you will have direct access to a range of services linked to the PHO.



**After hours care is provided by Lakes PrimeCare.** They are located at 1165 Tutanekai Street and are open 7 days a week, from 8 AM to 9 PM. You can call them on (07) 348 1000.

## Appointments

Please ring **(07) 348 3002** for an appointment.

Every effort will be made to accommodate your preferred time. However, emergencies will always be given priority.

Our reception staff will attempt to contact you if there are any unforeseen delays or if your GP has been called away.

Longer consultation times may be available. Charges apply.

## Payments

Fees are payable at the time of consultation.

We accept cash, eftpos, visa, mastercard and online payments.

Fees for enrolled and registered patients are subsidised by the Government for various age groups and services listed at the practice.

Please ask our reception staff for more information.

## Repeat Prescriptions

We are happy to issue repeat prescriptions. However, we ask that you give us 48 hours advance notice.

Repeat prescriptions do incur a charge (\$21) and the doctor may need to see you prior to issuing for clinical and/or legal reasons — especially if you are not seeing your regular GP. We will email your prescription to your preferred pharmacy. Please ask our reception staff for more information.

## Patient Portal

ManageMyHealth is a secure online tool that lets patients manage their health in a modern and convenient manner. Registering is free and simple. Sign up at your next appointment or call us on **(07) 348 3002**. Our reception staff can guide you through the process, and verify your identity, with ease.

## Health Literacy

We're using Facebook to help improve health understanding in our community.

Search 'Ruatahi Medical Centre' the next time you're browsing and join our online community. We're constantly sharing useful tips on how to stay healthy.

## Personal Information

Your medical record is a confidential document.

It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised staff members.

## General Information:

**Ruatahi Medical Centre**  
1271 Hinemoa Street  
Rotorua  
Bay Of Plenty 3010  
New Zealand

Ample parking is available in the carpark outside the practice. Street parking is also available.

A pharmacy is located across the road.

**Please dial 111 in emergencies.**

Weekdays — 8:30 AM to 5 PM  
Weekends & public holidays — closed

Phone: (07) 348 3002

reception@ruatahi.co.nz

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Lakes PrimeCare — 1165 Tutanekai Street,  
(07) 348 1000 — which is open 7 days from  
8 AM to 9 PM.