

# Information Booklet

## **Directors**

Dr Louise Walker and Dr Shivam Deo

Mega Centre

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# Welcome to Mahoe Med (A & M)

## Introduction

### Our Aim

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Mahoe Med is a GP practice and an Accident and Medical Centre. We strive to provide high quality health care to individuals and families in a relaxed, comfortable and friendly environment.

### Practice Hours

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Monday to Friday	8am until 8pm
Weekends	9am until 3pm
Public Holidays	9am until 3pm
Christmas Eve	8am until 6pm
Christmas Day	9am until 1pm
New Years Eve	8am until 6pm

*Note: Walk in consultations after 5pm and during weekends is regarded as after hour consults. Services beyond our opening hours are delivered by Anglesea Clinic in Hamilton.*

### Fees and Billing Arrangements

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Payment is expected at each visit, a full list of fees is available on the website. Payment can be made by:

cash, eftpos, credit card or internet banking

Our Bank Account Number: **03-0318-0039554-000**

If you have difficulty paying our fees please discuss this with us, we are happy for you to set up weekly or monthly automatic payments.

If your account remains unpaid after 90 days it will be referred to a debt collector, which will result in further costs to you.

Should you be entitled to a refund or your account is in credit this will be processed by bank transfer only. Please note **NO** cash refund will be given.

## **Appointments**

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### With a Doctor

Every effort will be made to accommodate your preferred time and doctor. Please note that some doctors may be full so this might not always be possible. Emergencies will always be given priority and our reception staff will let you know if there is any delay. Longer consultation times are available if required please ask reception. These will incur an extra cost. Consultations must be paid on the day.

### With a Nurse

Where possible appointments should also be made to see a nurse, but you are also welcome to see a nurse without an appointment. This might mean some waiting time.

## **Patient Information**

### **Patient Enrolment**

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To be an enrolled patient at Mahoe Med we require you to complete our enrolment form.

To enable us to give you the best possible service, we need you to also provide information such as a complete family history, next of kin to be contacted in cases of emergency. Should you have a living will or non-resuscitation order please notify us.

*Please notify us of any change in personal details, e.g. address or phone numbers.*

#### How important is your enrolment at a practice?

Staying with one practice allows you to build up a relationship with your GP and the rest of the practice staff. Enrolment at a practice means that the GP receives a funding subsidy allowing you access to medical care at a reduced cost. Should you see a doctor at another practice in case of emergency or because you choose to you will be treated as a casual patient by them and will pay the total casual fee.

#### What happens when you first enrol?

All patients are allocated a National Health Index (NHI) number by the National Health Information Services and that number will remain your unique identification number, which also allows your identity to be protected. If you are transferring from another practice, your records from your old practice will be requested with your consent.

## **Repeat prescriptions**

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Your doctor may allow you to order repeat prescriptions which can be done via the telephone or Manage My Health. Please allow **48 hours** before collection. You must be seen regularly by a doctor to order a repeat prescription.

## **Results**

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Where possible please wait a week before you telephone for results to ensure that they are all back. If you have an abnormal result you will be contacted by one of the practice team who will provide you with information or request that you make an appointment with your doctor. You will always be informed of cervical smear results whether they are normal or abnormal. If you are not contacted, but still need your results, please leave a message for the nurse to phone you.

## **Reminder System**

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Our practice is committed to preventive care. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system please let us know at reception.

## **Your Rights and Complaints**

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In providing a quality health service this practice complies with the Code of Health and Disability Services Consumers' Rights. If you feel your rights have been breached please let us know. We welcome any opportunity to improve our standard of service and uncover any problems. You may give us feedback or make a complaint verbally or in writing, alternatively should you feel unable to do so you may have the support of an independent advocate from the Health and Disability Commissioner's office by phoning 0800 11 22 33. For more information about our complaints process please ask any member of staff.

## **Privacy**

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Our practice follows the rules set out in the "Health Information Privacy Statement" enclosed whenever we collect, use, store or disclose information about your health. If you have any concerns about any matter relating to your health information, please ask to speak to our privacy officer.

## Services Available

### Walk in Service

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As an Accident and Medical practice we provide a walk in service for emergencies. Patients will be triaged by a nurse and will be treated according to this.

### X-ray Facilities

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A radiographer is here from 9am to 5pm weekdays. We also provide an after hour radiographer who is on call when needed for the evenings, weekends and public holidays.

### Ultrasound Facilities

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A sonographer is here from 8:30am to 4pm weekdays only.

### Home Visits and Telephone Access

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Home visits are available for regular patients whose condition prevents them from attending the surgery. GPs in the practice may be contacted during normal surgery hours via the nurses.

### Visiting Specialists

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Mahoe Med has the following visiting specialists. Orthopaedic Surgeons, Plastic Surgeon, General Surgeon, Gynaecologist and Urologist.

### Resources Available

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Mahoe Med can access additional resources for the following:

- Interpreters and resources for patients with limited English proficiency.
- Service providers for hearing, sight or speech impaired patients to communicate with and access the practice.

*Please note these services will incur a patient fee.*

## Additional Services

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We offer a large variety of medical services through both the doctors and / or the practice nurses including, but not limited to:

Emergency service	Minor surgery
Fracture clinic	Liquid nitrogen freezing therapy
Family planning	Asthma and diabetes clinics
Cervical smears	Smoking cessation
Pregnancy tests	B4 School checks
Vaccinations	Weight loss programmes
Immigration Medicals *	Sports medicine
Skin checks	Chronic disease monitoring

\* *Mahoe Med belongs to the Onshore Panel Physician Network for completing Immigration NZ medical examinations.*

## Mahoe Med Staff

### Doctors

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**Dr Louise Walker:** *BM, BS, BMed, Sci, DRCOG, FRNZCGP*

**Dr Shivam Deo:** *MBChB*

**Dr Bruce Phillips:** *MBChB, FRNZCGP*

**Dr Fiona Loan:** *MBChB, FRNZCGP, BSc Anatomy, PG Cert Woman's Health, PGCert Dermoscopy, PGCert Skin Cancer Medicine & Surgery, Fully Accredited Australasian Skin Cancer Doctor.*

**Dr Olive Ngan:** *MBChB, FRNZCGP*

**Dr Shyam Deo:** *MBChB, FRNZCGP*

**Dr Matt Yang:** *MBChB, DipPaed, FRNZCGP*

**Dr Jess Hiess:** *MBChB, Dip Obs, DCH*

**Dr Stephen Wall:** *MBChB*

**Dr Kirsty Moffat:** *MBChB, BBiomedSc*

**Dr Anna Dyer:** *MBChB, PGDipPaed*

**Dr Mark Walus:** *MBChB*

**Dr Ernest Gandeza:** *MBChB*

## GP Teaching Practice - Trainee Interns (Student Doctors)

Mahoe Med is a registered training practice. Trainee Interns will be at the practice from time to time and are working under supervision. Should you choose not to be seen by a trainee intern, please notify the receptionists.

### Additional Staff

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<b>Business Manager</b>	Elaine Cooper
<b>Nurse Manager</b>	Helen Kenyon
<b>MRT Manager</b>	Lee Wilson
<b>Administration Manager</b>	Julie-Ann Foreman

### Glossary

<b>BHB</b>	Bachelor of Human Biology
<b>BM</b>	Bachelor of Medicine
<b>BS</b>	Bachelor of Surgery
<b>BMedSci</b>	Bachelor of Medical Science
<b>BBiomedSc</b>	Bachelor of Biomedical Sciences
<b>Dip Obs</b>	Diploma of Obstetrics
<b>DipPaed</b>	Diploma in Paediatrics
<b>DRCOG</b>	Diploma of Royal College of Obstetrics
<b>DCH</b>	Diploma in Child Health
<b>DFFPA</b>	Diploma of the Faculty of family planning & reproductive Health Case
<b>FRNZCGP</b>	Fellow of the Royal New Zealand College & General Practitioners
<b>MBChB</b>	Bachelor of Medicine and bachelor of Surgery
<b>PGCertTraMed</b>	Certificate in travel Medicine
<b>PGDipPHC</b>	Postgraduate Diploma in Primary Health Care
<b>PGDipComEmMed</b>	Postgraduate Diploma in Community Emergency Medicine

**Vocationally Registered** Registered to practice independently as a General Practitioner