

*** My declaration of entitlement and eligibility:**

I am entitled to enrol because I am residing permanently in New Zealand <i>The definition of residing permanently in NZ is that you intend to be resident in NZ for at least 183 days in the next 12 months</i>	<input type="checkbox"/>
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I am eligible to enrol because:

a	I am a New Zealand citizen (If yes, tick box and proceed to I confirm that, if requested, I can provide proof of my Eligibility below)	<input type="checkbox"/>
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If you are **NOT** a New Zealand citizen, please tick which eligibility criteria applies to you (b – J) below:

b	I hold a resident visa or a permanent resident visa (or a residence permit if issued before December 2010)	<input type="checkbox"/>
c	I am an Australian citizen or Australian permanent resident AND able to show I have been in New Zealand or intend to stay in New Zealand for at least 2 consecutive years	<input type="checkbox"/>
d	I have a work visa/permit and can show that I am able to be in New Zealand for at least 2 years (previous permits included)	<input type="checkbox"/>
e	I am an interim visa holder who was eligible immediately before my interim visa started	<input type="checkbox"/>
f	I am a refugee or protected person OR in the process of applying for, or appealing refugee or protection status, OR a victim or suspected victim of people trafficking	<input type="checkbox"/>
g	I am under 18 years and in the care and control of a parent/legal guardian/adopting parent who meets one criterion in clauses a–f above OR in the control of the Chief Executive of the Ministry of Social Development	<input type="checkbox"/>
h	I am a NZ Aid Programme student studying in NZ and receiving Official Development Assistance funding (or their partner or child under 18 years old)	<input type="checkbox"/>
i	I am participating in the Ministry of Education Foreign Language Teaching Assistantship scheme	<input type="checkbox"/>
j	I am a Commonwealth Scholarship holder studying in NZ and receiving funding from a New Zealand university under the Commonwealth Scholarship and Fellowship Fund	<input type="checkbox"/>

I confirm that, if requested, I can provide proof of my eligibility.	<input type="checkbox"/>	Evidence sited (<i>Office use only</i>)	<input type="checkbox"/>
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My agreement to the enrolment process
NB. Parent or Caregiver to sign if you are under 16 years

I intend to use this practice as my regular and on-going provider of general practice / GP / health care services.

I understand that by enrolling with Pihanga Health I will be included in the enrolled population of the Midlands Regional Health Network Charitable Trust, and my name address and other identification details will be included on the Practice, PHO and National Enrolment Service Registers.

I understand that if I visit another health care provider where I am not enrolled I may be charged a higher fee.

I have been given information about the benefits and implications of enrolment and the services this practice and PHO provides along with the PHO's name and contact details.

I have read and I agree with the Use of Health Information Statement. The information I have provided on the Enrolment Form will be used to determine eligibility to receive publicly-funded services. Information may be compared with other government agencies, but only when permitted under the Privacy Act.

I understand that the Practice participates in a national survey about people's health care experience and how their overall care is managed. Taking part is voluntary and all responses will be anonymous. I can decline the survey or opt out of the survey by informing the Practice. The survey provides important information that is used to improve health services.

I agree to inform the practice of any changes in my contact details and entitlement and/or eligibility to be enrolled.

Signatory Details	* Signature	* Day / Month / Year	<input type="checkbox"/> Self Signing	<input type="checkbox"/> Authority
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An authority has the legal right to sign for another person if for some reason they are unable to consent on their own behalf.

Authority Details <i>(where signatory is not the enrolling person)</i>	Full Name	Relationship	Contact Phone
	Basis of authority (e.g. parent of a child under 16 years of age)		

ACCOUNTS:

All accounts are payable on the day of consultation – Payment by Cash/EFTPOS/Cheque

- I understand that **any outstanding debts** will be passed on to a **debt collection agency**
- **I shall pay or reimburse all costs** and/or expenses incurred by Pihanga Health instructing a debt collection agency to recover any amount overdue for payment by me
- I understand a monthly administration **fee of \$5.00 per statement** will be added to the account if left outstanding
- **I agree** to be bound by the terms and conditions in respect to this and all future transactions.

SIGNATURE:	DATE:
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**28 Te Rangitautahanga Rd
Turangi**

Ph 07 3847576

Fax 07 3847552

Email manager@pihanga.co.nz

www.pihanga.co.nz

Welcome to Pihanga Health. We strive to offer a very high standard of care to our patient population and look forward to caring for you and your family's health needs.

Practice Hours (by appointment):

Monday to Friday: 8.30am – 5pm

Patient Portal:

You can register on Manage My Health which is an online service to allow you to:

- View your medical records online
- Book appointments on line
- Request repeat prescriptions
- Review your lab results
- Email your GP/Nurse or make an administration enquiry

If you would like to register for these services please speak to the receptionist.

Appointments:

Please ring 3847576 (option 1 for Pihanga Health) for an appointment. Every effort will be made to accommodate your preferred time. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available, so please ask our receptionist if you require some extra time. There will be an extra cost for this. If you or a family member requires an interpreter service, we can organise this for you. Please let us know this when you make the appointment. If you arrive without an appointment you may be asked to return at a more suitable time unless you have an urgent problem. You may not see the GP of your choice but if you phone a couple of days ahead for your appointment we can usually accommodate your request. If you require a same day appointment your call may be put through to a nurse to assess the urgency of your problem.

If you are registered on Manage My Health you can make your appointments online.

After Hours Care Arrangements:

This practice provides after hours care via a triage system. If you think you need to see a doctor after hours, phone the normal practice phone number and your call will be diverted to a triage service where you will be spoken to by a nurse who will assess your need to be seen by a doctor. If she/he thinks you do need to be seen you will be directed to the duty doctor on call in Taupo. After 10pm you will be asked to phone Taupo Hospital.

Home Visits and Telephone Access:

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. Your call will be put through to a nurse who will assess your need for a home visit. She will discuss this with a doctor. You will be contacted with an approximate time of the visit. Your call will always be put through to the GP or nurse in an emergency.

Test Results:

The doctor may request that you have some clinical investigations done either routinely or to assist in diagnosis. The results usually take up to 5 working days to come in. We do not routinely contact you with all your results but we will always phone you if your results are abnormal or if you need a follow up appointment. If you have not heard from us, you can phone and request your results from one of the nurses. Please phone after 2pm in the afternoon.

If you are registered on Manage My Health you can check your lab results online.

Our Practice: We have a very experienced team of staff who work together to achieve good health outcomes for our patients.

Management Team: Jennifer is the manager who oversees the running of the practice and co-ordinates the staff and services we offer you. Heather is our finance and operations manager.

Our Doctors:

Dr Rene Lenoir: Dr Lenoir has been at Pihanga Health for several years now and is well known to the Turangi Community. He is a fellow of the Royal New Zealand College of GPs. He has a special interest in teaching and mentoring medical students, inspiring them to become GPs in the future. Dr Lenoir works 4 days per week.

Dr Kitty van Bekkum: Dr van Bekkum is the latest GP to join our team. She has come from the Netherlands and has moved to New Zealand. So far she is enjoying Turangi and the patients at the practice. Dr van Bekkum works 4 days per week

Dr Nikoletta Pocsi: Dr. Pocsi is the latest GP to join our team. She has fellowships from both the Australian and UK College of General Practitioners. She is originally from Hungary. Dr. Nikoletta works 3 days per week.

Dr Kea Crandall: Dr. Crandall is due to arrive in May 2019. Kea is from the United States. She will work 4 days per week.

Dr Rebecca Brandon: Dr Rebecca is a GP Registrar currently enrolled in the Royal New Zealand College of GP's General Practice Education Programme. She works 4 days per fortnight.

Dr. Dave Nixon: Dr. Dave is a very experienced GP having served at many of the Taupo practices over the years. Dave is semi-retired but will often do casual GP work for Pihanga Health.

Prescribing Pharmacist: Leanne Te Karu is well known in the Turangi Community. She works 2 days per fortnight and you may be booked to see her if you have any queries regarding your medication

Midlands Health Network Pinnacle Nurse Practitioner: Kelly Reuben started in February 2019 and has a focus on long term conditions and high care needs patients.

Nurses: We have a superbly staffed and highly skilled team of six nurses. They each have their own specialty and expertise, from long term conditions, wound care, women's health, immunisations, and sexual health. Our nurses are excellent collaborators with other health partners.

Medical Care Assistant: Jamie may call you in to see her before your appointment with the doctor. She also helps with the ordering of medical supplies, stocking the rooms and sterilizing equipment.

Receptionists: Ann, Zoe, Natalie, Jemima, and Toni are the friendly faces behind the counter who you see as you walk in the door. They are a very valuable part of the team and ensure that the day runs smoothly. If you have any questions they will help you or pass your queries onto someone who can.

Services Available:

Check ups, family planning, cervical smears, pregnancy tests, vaccinations, minor surgery, liquid nitrogen freezing therapy, asthma and diabetes clinics, chronic care management, ACC consultations, sexual health consultations, mental health consultations, medicals and home visits if appropriate

Fees and Billing Arrangements:

Fees are payable at the time of consultation by cash or eftpos. If you have difficulty paying our fees please discuss this with us.

Adult 18 yrs and over	\$18.00
Child 6yrs – 18 yrs	No charge
Children under 6 years	No charge

There may be additional charges for procedures performed by our doctors and nurses. Ask at reception for information about this.

We constantly have people booking appointments then not attending. This is frustrating as we are often fully booked and these missed appointments could be used for someone else. **Please let us know if you are not going to attend your booked appointment. We may charge for missed appointments.**

Unpaid accounts: If you have an outstanding amount at the end of the month a \$5.00 account fee will be added. All outstanding accounts will be sent to our debt collection agency if left unpaid. You will incur extra cost if your account is passed onto the debt collection agency. If you would like to set up an automatic payment, please ask at reception.

Prescriptions:

If you are registered on Manage My Health patient portal you can request your prescription online.

You are able to phone and request a repeat prescription. Please allow 24 hours for your prescription to be ready. They can be collected after 2pm on the day following your request. There is a charge of \$11.00 for your repeat prescription. If the doctor decides you need to be seen the prescription will not be issued without a visit, you will be contacted by one of our nurses to arrange an appointment. If requesting a repeat prescription to be faxed out of area it is a \$5.00 additional charge.

Reminder System:

Our practice is committed to preventive care. We may issue you with a recall letter 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. You may be asked to sign a decline form.

Management of your Personal Health 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 members of staff and necessary personnel from Tuwharetoa Health clinicians, Lakes District Health Board clinicians, and Midlands Health Network Pinnacle's extended care team.

Your Rights:

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 add a comment to our suggestion box 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 Commissioners office by phoning 0800 11 22 33. For more information about our complaints process please ask any member of staff.

Patient Participation Group:

We have a group of members from the community meet once every two to three months to discuss changes occurring in the community, in the practice, and in healthcare and how we can continue improving as a medical centre. If you are interested in joining our "PPG", please email manager@pihanga.co.nz.

Feedback:

We value your feedback. Let us know by filling out a patient suggestion, pushing our "Push My Button" device in the waiting room, see our website for our "patient experience survey", or simply email or call the management team at Pihanga Health (manager@pihanga.co.nz).



Like us on Facebook.

www.pihangahealth.co.nz



PIHANGA HEALTH
28 Te Rangitautahanga Rd
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EDI: turanghc
Dr Rene Lenoir: NZMC 44763
Dr Kitty van Bekkum NZMC 74699
Dr Rebecca Brandon NZMC 45043
Dr Nikoletta Pocsi NZMC 80957

REQUEST TO HAVE MEDICAL RECORDS TRANSFERRED

Each person 16 years or over to complete and sign own form

In order to receive the best care possible, I agree to Pihanga Health obtaining my medical records from my previous doctor. I also understand that I will be removed from their practice register.

Previous GP:

Address:

Please transfer the medical records for the following people to Pihanga Health

NHI	Family Name	Given Names	Date of Birth

Our practice is able to receive and would prefer electronic GP2GP notes transfer.

Our EDI is turanghc

Signed: _____

Date: _____

Online patient portal terms and conditions

The ManageMyHealth™ patient portal gives you the ability to:

- Make appointments online
- Request repeat prescriptions
- Access your doctor's notes, lab results, immunisation records and allergies
- Update your personal details
- Update some of your health information, for example weight, height and blood pressure
- Track your health progress
- Share your health information with another health professional if you choose
- Secure message your general practice team

Before we can enrol you for the patient portal, please sign your name to show you have read and understand the information below.

IMPORTANT:

In an emergency, dial 111. Never use this service in the event of an emergency.

You must be over the age of 16 and a registered patient of Pihanga Health with a unique email address specific to you.

Making an appointment online

You can book a face-to-face appointment online using the Online Appointments option. A standard consultation is 15 minutes. If you need longer than 15 minutes, phone your health centre to make a double appointment. If you need more urgent advise, please phone the practice.

Repeat prescriptions

You are welcome to request a repeat prescription online - normal charges apply for local Turangi pharmacy. If requesting a repeat prescription to be faxed out of area it is a \$5.00 additional charge. Your prescription will be available after 2pm the next working day.

Test results

The patient portal is one way your general practice team will notify you of any test results; they may also phone you. You will receive an email if a test result has been entered into your health summary - just make sure you don't switch off the automatic notification in your inbox. One column in your health summary will include your doctor's comments, so always check this just in case any actions are required. Your general practice team will contact you if anything is abnormal.

Sending secure messages to your doctor or nurse

Simple follow-up queries are free of charge, but more complex issues and/or queries not related to a recent consultation may incur a fee. If you have not heard back within 3 working days of sending a secure electronic message through the portal, phone the medical centre and speak to a nurse.

Technical support

ManageMyHealth™ is provided by a New Zealand software company called Medtech Ltd. Medtech staff cannot access your information because it is encrypted. If you are having problems with the portal, please go to:

www.managemyhealth.co.nz/contactus <<http://www.managemyhealth.co.nz/contactus>>

I have read and understand the above information.

For serious problems I will call my health centre on 384 7576, or dial 111 in an emergency.

Name: _____ **Signed:** _____

Date: _____

Email login for ManageMyHealth™: _____