



**BREAM BAY  
MEDICAL  
CENTRE**

# BREAM BAY MEDICAL CENTRE LTD

## Practice Hours

Monday to Friday 8.30 am – 5.00 pm

Saturday 9.00 am – 12 noon

***Dr John Chapman M.B.Ch.B. FRNZCGP***  
***Dr Sue Hancock MB BS DipObst FRNZCGP***  
***Dr Karin Hiemstra M.B.Ch.B. FRNZCGP***  
***Dr Saj Din BSc MBChB JCPGTGP***

Town Centre, PO Box 132  
Ruakaka 0151  
Phone: 09 432 8060  
Fax: 09 432 8230

## GENERAL PRACTICE INFORMATION

### Appointments

Every effort will be made to accommodate your preferred time and GP. The duration of a standard consultation is 15 minutes. If you feel your visit may require more time please advise the receptionist at the time of making your appointment so that more time can be allocated. Please enquire about the fee for a long consultation.

### Care Outside Normal Opening Hours

Where it is safe and reasonable, our practice provides reasonable arrangements for access to out of hour's primary care for enrolled patients of our practice.

### Weekdays – Monday to Friday

Our doctors provide their own care for enrolled patients outside of normal opening hours where appointments have been confirmed in normal business hours (ie, home or rest home visits)

After hour triage is redirected to Healthline – 0800 611 116 and forwarded to our doctor on call if required.

### Weekends and Public Holidays

Enrolled patients are advised to contact White Cross Accident and Emergency Centre on weekends and Public Holidays

Enrolled patients are able to access after hours care by:-  
Contacting 111 in emergencies to access ambulance  
Contacting Healthline on 0800 611 116, available 24/7  
Attending White Cross Accident and Emergency Centre (Weekends & Public Holidays).

Enrolled patients are advised of how to contact after hours care service through:

Community Publications – Bream Bay News  
Telephone answering machine  
Practice Information Sheet & Signage at entrance

### **Home Visits**

Home visits are available for regular patients of this practice whose condition prevents them from attending the clinic. Home visit appointments should be made by telephoning the clinic before 10.30 am so that a home visit can be scheduled for later in the day.

### **Test Results**

Test results are followed up and checked on a daily basis. As we manage a high volume of various tests, it is our policy to contact you in the event of an abnormal result only. If you have any concerns or would like to contact us, please call 432 8060.

### **Accidents and Emergency**

Unless the situation clearly requires an ambulance, always contact the clinic on 09 432 8060 in opening hours. One of our medical team will advise on the appropriate action.

### **Fees and Billing**

Fees are payable at the time of consultation. If you have any difficulty in paying our fees, please discuss it with us so that we may assist you in a payment plan. Fees are payable by cash, cheque and eftpos & can be viewed on our Price Board.

## **Services Available**

Nurse Consultations	Home Visits	Family Planning
Diabetes Management	Hearing Test	Pregnancy Tests
General Health Consultations	Cervical Screening	Minor Surgery
Simple Fracture Treatment	Liquid Nitrogen	INR Monitoring
ECG, lung function testing	Counselling Referrals	
Child and Adult Vaccinations	Suturing Lacerations	
Driving & Diving Medicals	Adolescent Health	Wound Care
Pre Employment Medicals	Visits to Local Aged Care Facilities	

## **Visiting Specialist Services Available**

Ophthalmologist, Physiotherapist

## **Telephone Access**

To contact any of our practice staff, please call the clinic 09 432 8060 and speak to a receptionist who will assist you.

Practice Manager – Maree

Clinical Team Leader – Maureen

Your medical record is a confidential document. We are committed to maintaining security of your personal health information at all times. We abide by the Health Information Privacy Code 1994 available at <http://www.privacy.org.nz>

*Test results, prescriptions, specialist referrals and other selected information is available to health professionals involved in your care via a secure database known as TestSafe. You can choose to restrict sharing of your test results by calling 0508 CARE CONNECT (0508 227 266) however this may result in some tests being re-taken.*

## **Suggestions and Comments**

We welcome your suggestions and comments and invite you to assist in achieving excellent standards of patient care. Your feedback will assist in identifying areas that may lead to improvement.

## **Repeat Prescriptions**

Please note that repeat prescriptions require 48 hours notice.

## **Complaints**

Our complaints process is available for your perusal, please request this information from reception or feel free to contact our practice manager, Maree, for assistance. Complaints are dealt with in accordance with the guidelines as set out by the Code of Health and Disability Services Consumers' Rights 1996: <http://www.hdc.org.nz> . We pride ourselves in trying to achieve a satisfactory outcome in all patient communication.

## **Interpreter Service**

We provide an interpreter service for people. These need to be pre-arranged – please ensure our receptionists are aware of your requirements when appointments are made.

**NZ RELAY: 0800 4 715 715 VOICE**

All practice staff have access to NZ Relay on their computers and are able to assist you with any queries.

## **Patient Resources**

Smoking Cessation: The Quit Group: [www.quit.org.nz/page/index.php](http://www.quit.org.nz/page/index.php)

NZ Relay – Deaf, Hearing Impaired, Speech Impaired, Deafblind:

[www.nzrelay.co.nz](http://www.nzrelay.co.nz)

Afterhours Mental Health Line: 0800 22 33 71

Kia Ora Ngatiwai – Partnership in Healthcare: 09 438 2239

Travel Advice: [www.cdc.gov/travel/destinations/list.aspx](http://www.cdc.gov/travel/destinations/list.aspx)

Language Line: [www.dia.govt.nz/oeawebsite.nsf/wpg](http://www.dia.govt.nz/oeawebsite.nsf/wpg)

Te Runanga A Iwo O Ngapuhi: [www.ngapuhi.iwi.nz](http://www.ngapuhi.iwi.nz)

Foundation for Blind: [www.rnzfb.org.nz](http://www.rnzfb.org.nz)

Manaia PHO: [www.manaiapho.co.nz](http://www.manaiapho.co.nz)

Dementia: [www.alzheimers.org.nz](http://www.alzheimers.org.nz)

Tiaho Trust: [www.tiaho.org.nz](http://www.tiaho.org.nz)

Healthline: 0800 611 116

ACC: [www.acc.co.nz](http://www.acc.co.nz)

Testsafe: [www.testsafe.co.nz/HealthcareProviders.aspx](http://www.testsafe.co.nz/HealthcareProviders.aspx)