

# Family doctors

## General Practitioners (GP)

Everyone should have a family doctor (GP). They will look after you for the diagnosis and treatment of any general health problems you may have.

Please note: the hospital emergency department (ED) is **NOT** a family GP clinic and should only be used for medical emergencies or accidents.

You and your whanau should be enrolled with one of Taumarunui's three family doctor (GP) clinics. They are:

### Taumarunui Medical Centre

Kururau Rd. ph: 895 8333

### The Family Clinic

17 Morero Tce. ph: 895 9283

### Pfeffer Medical Services

41 Miriama St. ph: 895 7207

It is important that you enrol yourself and your whanau with one of these local GP clinics. Your GP maintains your medical records and as such has a complete overview of your medical history and any family issues. This information can be critical in ensuring that you get the right care that you need.

Your GP clinic can:

- Organise blood testing, x-rays and other tests,
- Refer you to other services and specialists such as surgeons, physiotherapists, paediatricians, gynaecologists, etc.
- Help arrange ACC, WINZ or other support.



### Things to do and think about.

1. Enrol with one of the three family doctor (GP) clinics.
2. If you start feeling unwell book an appointment early. Do not wait until you are really sick!
3. If you feel the need is urgent and you cannot wait until an available appointment ask to see the Practice Nurse.
4. Prevention is better than cure - have your flu shot.
5. If you qualify get a Community Services Card.
6. Enrol with SMARTHealth and have free after-hours consultations with a GP via video, text or voice call (see more info on SMARTHealth in this brochure).

# Not feeling well?

## Who you should see.



### UNWELL?

Not feeling the best or had a minor accident? Depending on how sick you are will determine where best to get medical assistance.



### FAMILY DOCTOR (GP)

Your family doctor (GP) should usually be your first thought for most health problems.



### GP PRACTICE OR SCHOOL NURSE

If you need to see your GP that day and cannot get an appointment always ask to see the Practice Nurse. There is also a Nurse at the High School for students.



### PHARMACY

For minor ailments, colds and health and wellness advice see the Pharmacy first. They will tell you to see your GP if needed.



### DENTIST

For a bad tooth ache see the dentist. Not the hospital emergency department (ED) or your family doctor (GP).



### OTHER SERVICES

Your GP can refer you to specialist services as needed.



### AFTER-HOURS ADVICE

Sign up with the SMARTHealth service and talk with a doctor via your smartphone, tablet or PC.



### MEDICAL EMERGENCIES & BAD ACCIDENTS

Go to the Taumarunui Hospital Emergency Department (ED) or dial 111 for St John Ambulance.

# LOOKING AFTER YOURSELF and YOUR WHANAU

For you and your whanau to have the best health you can it is important that you talk to the right health service provider at the right time.

This brochure is to help you make the best choices about where, and how, to get medical and healthy living advice in Taumarunui.

With a little bit of thinking ahead and planning you and your whanau can enjoy better health and well-being.



Taumarunui  
integrated health  
care model

Please share with whanau and friends.

# Other health advice and treatment options

## GP Practice Nurse



Your family doctor (GP) clinic has a Practice Nurse who can assess your health needs and provide care advice. **ALWAYS** ask to see your GP Practice Nurse if you cannot get an urgent appointment with the GP. They can help with a wide range of issues including:

- Health assessments and advice
- Cervical smears
- Sexual health information
- Checking blood pressure.
- Throat swabs
- A minor scrape, cut or infection.
- Immunisations.

Students at the High School can also see the school Health Nurse.

## Pharmacy

93 Hakiha St, ph: 895 7326



The Taumarunui Pharmacy is a good first choice for getting advice and treatment for minor ailments, colds, general health worries, etc. This includes:

- Any advice about the safety of medicines during pregnancy or breast feeding
- To get a prescription filled or help understanding something about the medicine you've been prescribed
- Discussing side effects from a medicine
- Any general health worries / normal illnesses you have

Your pharmacist can also help with advice and treatments for common low level ailments including:

- Antibiotic treatment for urinary tract infections - available to women aged 16 - 65 years who are not pregnant and not had antibiotics within the previous six months
- Smoking cessation and weight management counselling
- Skin conditions, such as mild acne and mild eczema
- Coughs and colds, including nasal congestion and sore throats. FREE throat swabbing for 4 - 19 year olds
- Minor cuts and bruises
- Emergency contraception
- Other minor ailments

Advice is free from a pharmacist, however if you require medications or dressings for wounds there will be a cost for these. A Community Services Card can lower the cost of prescription medications.

## SMARTHealth On-line after-hours advice



SMARTHealth is an app on your smart phone, tablet device or desktop computer that allows you to talk with a doctor after-hours to discuss your own health issue, or that of a child, or elderly parent who is dependent on you. You can connect by video, voice or text chat.

**This FREE after-hours service is available:**

Monday to Friday - 6pm to 11pm

Weekends and public holidays - 8am to 8pm.

SMARTHealth is available to everyone covered by Waikato DHB services. The SMARTHealth doctor may prescribe if necessary and fax the prescription to your local pharmacy. If your condition is serious they may advise you to visit the hospital emergency department or to wait and see your own GP if it's safe to do so.

### How do I sign up?

Go to <http://www.waikatodhb.health.nz/for-patients-and-visitors/smarthealth/> to sign up or go to reception at Kokiri Trust or Taumarunui Hospital - they can sign you up.

## Taumarunui Dental Service

Taumarunui hospital

ph: 0800 688 123 or 895 7850



SEE THE DENTIST IF YOU HAVE A SORE TOOTH / BAD TOOTH ACHE - not ED or your GP. Dentists can:

- Assess dental pain and identify a treatment plan
- Prescribe pain treatment & antibiotic treatment as required
- Complete extractions where needed.

Dental treatment is free for 13 - 17 year olds. Maximum \$35



**Every door is the right door!**

## Specialist health services



There are a range of other specialist health services available in Taumarunui. These include:

- Physiotherapist
- Chiropractor
- Optometrist
- Counselling services - alcohol and other drugs, depression, anxiety, etc.

If you have any medical or wellness concerns discuss them with your GP who can refer you to these services as required.

## Whanau Ora



If you feel you are constantly on the back foot with your health or wider circumstances and would like some support, the Whanau Ora service delivered by Taumarunui Community Kokiri Trust provides a new way of working with whanau. It focusses on working with whanau as a whole rather than individual members and it allows whanau to develop their own aspirational plans to ensure whanau reach their maximum potential.

Services are free and you can refer yourself - just go into the Kokiri office on Hakiha St or ask to be referred by your GP or other health care service.