



Access for patients and whanau

How do I access care for me and my family at Te Kauwhata Health Centre?

Our values include, care with compassion and community focus ... our default is 'yes, how can we help?' We're aiming to help each person get the right sort of care at the right time. **How you can help us help you ... ?**

Enrol: Please make sure you are enrolled, we can only see casual patients in certain circumstances.

Book in advance: Book it like its your hair-dresser! We can keep timely appointments if most people book in advance. If you have an appointment with a prescriber or nurse, ask them 'when should I book my next appt' If your next appointment is due in the next couple of months please do book with reception as you leave. Reviews maybe 'next week' 'monthly' '6 weeks' or '3 months'. If your medical conditions are stable you may find 6 or 12 monthly review is ok. Remember review may be in-person or on the phone – check with your prescriber, nurse or reception.

Let us know if you're unwell: We don't know when we might become unwell or get injured. If you or your family member is unwell please let reception know. We keep some appointment time available each day to allow access for new illness, or urgent conditions. We'll book you to red-stream for respiratory (or other transmissible) illness and green stream for other general medical or injury.

We're trying to get everyone to the best place at the best time. If your condition sounds like you may need ambulance, or an A&M with x-ray, or hospital review our reception may advise you to do so. You can also have a call back from one of the clinical team – usually within 2 hours.

We can help a lot of people on the phone, please let reception know if you feel the nurse or prescriber might be able to help with some telephone advice.

Email or phone: People can walk-in with medical emergencies or injuries. However it works best if you are able to let us know by email or phone. This allows us to offer advice or direction, screen for respiratory infection and plan your care. We're flexing between managing the important pre-booked work and the important urgent work, we're balancing maintaining access and quality all while trying to run to time. Your help (and patience) is appreciated.

How? email reception@tkhealth.co.nz OR pink button on www.tkhealth.co.nz OR call 07 826 3499

Feedback? Please let us know what is working well, and what could be better? You can leave a comment on the box, or complete feedback at <https://www.tkhealth.co.nz/feedback-complaint>

