



# ROTORUA MEDICAL GROUP LTD

## WELCOME – HAERE MAI

We are 1 Practice with 2 Clinics: **Central Health and Fairy Springs Medical Centre**

Rotorua Medical Group is a passionate team of healthcare professionals committed to delivering exceptional care and service to you and your family.

## PRACTICE SITES

### Central Health

Located in the Rotorua CBD  
1181 Amohia Street, Rotorua

### Fairy Springs Medical Centre

Located at the cnr Fairy Springs & Old Quarry Rd  
10/100 Fairy Springs Road, Rotorua

## Contact Details

**Phone:** (07) 347 0000

**Email:** [admin.rmg@raphs.org.nz](mailto:admin.rmg@raphs.org.nz) / [enrolments.rmg@raphs.org.nz](mailto:enrolments.rmg@raphs.org.nz)

**After Hours:** If you are phoning us after hours, your call will be redirected to the after-hours service providers at Lakes Prime Care, Tutanekai Street, Rotorua.

## Opening Times

**Both sites:** Monday to Friday  
8.00am to 5.00pm

Our phone line operates from 8.30am till 5.00pm

## IMPORTANT INFORMATION FOR NEW PATIENTS

### New Patient Appointments

New patient appointments are **mandatory** due to the complexity of taking over your care, especially when patients have varying medical needs. These appointments are scheduled based on GP and Nurse availability, and your appointment will be the first available for you.

Please note, we cannot accommodate any urgent needs before your new patient appointment. If you need urgent care, you must consult with your previous GP and address any immediate medical concerns prior to submitting your enrolment form. We are unable to expedite the enrolment process, and appointment availability is limited.

When meeting with the doctor for the first time, it's important that you have ample time to discuss your health history and current needs. As such, your first appointment will take longer than a standard visit. During this appointment, you will also meet with one of our Practice Nurses or a Clinical Assistant, who will set up any necessary routine health screenings or recalls before you see the doctor.

This appointment will also provide an opportunity to discuss any cultural or communication needs you may have.

Please note there will be an additional charge for the extra time spent with the doctor. You can inquire about the cost when you enrol and book your appointment.

## New Patient Prescription Policy

Until your new patient appointment is completed, providing prescriptions may be challenging. **You will need to ensure you have enough medication from your previous GP to cover you until your new appointment.** Typically, 1 month to 6 weeks supply should be sufficient, but this should be calculated based on the time between your enrolment and your scheduled appointment.

**Please ensure all the above criteria are met before submitting your enrolment form,** as we cannot accept forms without confirmation of these requirements.

## Pricing Policy

As a “very low-cost access” practice, we can offer a competitive government-subsidised rate for a standard 20-minute consultation with the doctor, which includes the GP’s notes. A pricing board outlining our consultation charges is available in the reception area and on our website.

If you require a longer consultation or need to discuss complex matters, let our staff know when scheduling your appointment so we can allocate extra time. This will help avoid delays for patients scheduled after you. Please note that any additional time with the doctor, as well as any extra procedures, forms, services, or consumables, are not covered by the subsidy and will incur an additional charge.

## Repeat Prescriptions

Repeat prescriptions may be available for certain medications, however, please do not be offended when you are asked to attend for review. It is important to periodically review treatment to ensure it remains appropriate. When you telephone to request a repeat prescription, please have the following information available for us, your name, date of birth, name of medication(s) required and collection details. Alternatively, you can use the patient portal service MyIndici 2.0.

We do require 4 working days’ notice to process your repeat prescription request. Same day requests may be available, but at an additional cost. Payment is due on collection for prescription orders.

## Payments

**We expect payment on the day of your visit.** If you are charged for a phone consultation through our Urgent Care Clinic, an invoice will be emailed to you on the day. These invoices are expected to be paid within 7 days.

If payment is not paid within this time, a statement fee of \$10.00 may be applied to all unpaid accounts at the end of the month. We do encourage anyone having financial difficulties to set up automatic payments and our Reception Staff/Administrators can help you to organise this.

All accounts outstanding for 90 days or more will be referred to an external debt collection agency where additional fees will be incurred, and a collection fee added to the outstanding amount.

## Urgent Care Phone Triage Clinic

This clinic is for enrolled patients with a single urgent (acute) medical problem requiring attention on the same day.

How to access the clinic:

- Call first thing in the morning to request to be added to the clinic list. The clinic operates on a first-come, first-served basis and fills quickly.
- Once you are on the list, you will receive a call from a doctor when it is your turn. We are unable to provide an exact time for the call, as the queue is handled in order of requests.
- The doctor may be able to assist you over the phone. If you require an in-person consultation, an appointment will be arranged for you in the afternoon.
- Please note that the doctor will call from an anonymous number. Be sure your phone is set to accept calls from unknown numbers and have your phone with you to answer the call. The doctor will attempt to call you twice. If you miss the call, they will move on to the next patient in the queue.

For more details, please check with our reception staff regarding daily clinic times and the booking process.

## OTHER SERVICES

### Nurse Appointments

Sexual Health, Contraception, Smoking Cessation Advice, Diabetic Management and Reviews, Blood Pressure, Asthma, Immunisations, Long Term Condition Management Programme, Heart Risk Assessment.

### Specialised Medical Services

Minor Surgery, Driving Medicals, Immigration Medicals, Well Woman and Well Man Checks, Recreational Dive Medicals, Insurance Medicals, Contraceptive Implants, Travel Vaccinations (**Please note that these services are not subsidised**).

### Health Improvement Practitioner

Our Health Improvement Practitioners are here to support you with a wide range of concerns, including relationships, stress, nutrition, lifestyle, sleep, substance use, emotions, long-term conditions, exercise, and work or study-related challenges. They are available to listen whenever you need support and can help create personalized plans to guide you toward better health and well-being. You can book future appointments through reception, but same-day appointments are also available. **These sessions are free of charge.**

### MyIndici 2.0

This a **FREE Phone app** which allows you remote access to order repeat prescriptions and view your lab results. Registration is easy, just talk to our reception staff today.

**NOTE:** Prescription requests via the app can only be processed when your GP is in the clinic. If you are unable to submit a prescription request, please contact the prescription line on 07 347 0000 - Option 2

### Meet our Team @ Central Health:

**Our Doctors:** Dr Anne Walsh, Dr Lucinda Cheesman, Dr Roger Willis, Dr Toby Hutchinson, Dr Asrih Arif, Dr Martin Kostrewa

**Our Nursing Team:** Elaine, Sonya, Hart, Tania, Chrissie

**Clinical Assistant:** Katrina, Emma

### Meet our Team @ Fairy Springs Medical Centre:

**Our Doctors:** Dr Dave Sharples, Dr Lilian Kitally, Dr Erwan Elias

**Our Nursing Team:** Selena, Michael, Andrea, Virginia

**Clinical Assistant:** Debbie

### Meet our Admin Team

**Practice Manager:** Genna Baldwin

**Administration:** Lorraine, Charlie, Katie

**Reception:** Deborah, Wyn, Tasharn, Carmen, Amber, Lynda