

## Our Team

### Doctors

Dr John Fanning  
Dr Jenny McGeachie  
Dr Mike Devlin  
Dr Jayne Ward  
Dr Anneke Pribis  
Dr Jason Kingan  
Dr Ann Thornton

### Nurses

Julie, Anne, Ange, Eleanor,  
Michelle, Vanessa, Sarah, Maria,  
Lyn, Andrea & Debbie

### Managers

Janice & Michelle

### Administration / Reception

Amanda, Rachel, Vanessa, Kathy,  
Victoria

### After Hours / Duty Doctor

Monday - Friday 5pm - 8pm  
Saturday, Sunday & Public Holi-  
days; 8am - 8pm, the local GPs  
take turns covering afterhours.

Call **03 684 8209** for details of who  
is covering and where to go.

## Reminder

- Please advise if your appointment relates to an injury that has occurred. This means we can complete ACC documentation before you see the Doctor.
- Please check in on arrival
- Please give us 24 hours notice for scripts
- Please remember your health checks
- Please remember that the Timaru hospital Emergency Department is for Emergencies only, please phone your GP first.

And please remember we are here to help your family.

## Complaints Process

If you are unhappy about any experience within Timaru Medical Centre, please talk to the Practice Manager.

We also love compliments, chocolate & coffee, don't forget to tell us when someone in the practice is doing a great job.

Please complete our online questionnaire  
[www.surveymonkey.com/r/TMCSatisfaction](http://www.surveymonkey.com/r/TMCSatisfaction)

## Patient Advocate

If you require support or guidance to help you navigate through any health services, there is a free national advocacy service. Please call **03 687 2291** or **0800 555 050** to access this.

## TIMARU MEDICAL CENTRE

Unit 1, 45 Heaton Street, TIMARU  
Tel: 03 684 7533 or Fax: 03 684 6932

## Patient Information

*Welcome to*

# TIMARU MEDICAL CENTRE



*“Providing accessible  
excellent primary health care”*

Unit 1, 45 Heaton Street, TIMARU  
Tel: 03 684 7533 or Fax: 03 684 6932

Monday - Friday 8am—5pm

## Appointments

Please check in with the reception team on your arrival.

We endeavour to keep to time but because of the unpredictable nature of General Practice a delay is sometimes unavoidable.

Emergencies and urgent medical problems are attended to as soon as possible, Please advise the receptionist if you have chest pain or need immediate attention.

If you have an injury either at home or at work please check in at reception for an ACC claim, no matter how small it may seem, or if you no longer work.

## Terms of trade

All *visitors* are required to pay at the time of consultation.

All *enrolled patients* are expected to pay on the day. Credit is only granted at the discretion of management.

Where credit is granted payment is expected by the 20<sup>th</sup> of the following month.

We only post accounts on request, your monthly balance, will be txt through at the start of the month.

For all accounts not paid after 3 months your account will be sent to debt collection at your expense.

If you require further clarification in relation to the above terms then please feel free to ask.

If you would like to make regular payments please ask reception for a direct debit form.

Our bank account number is

**12-3196-0014087-00**

## Prescriptions

We require 24 hours notice for a script to be available to the patient.

There is a fee of \$15 charged per script, or \$25 if a same day script is required.

Patients with complex health issues will be required to see the Doctor every 3 months. All patients on long term medication should be seen by the Doctor every 6 months.

Please let the receptionist know which chemist you would like your script to be faxed to.

## Results

We receive a large number of results on a daily basis. It isn't always possible to contact everyone personally.

We will only call you if there are abnormal results. Please allow 5 days for your results to be received.

## Patient Portal

The practice uses Manage My Health for their patient portal, this allows patients to;

- book appointments,
- order repeat scripts,
- see blood results

Please talk to reception to sign up for access to this.

**[www.managemyhealth.co.nz](http://www.managemyhealth.co.nz)**

## Services

We offer a full range of healthcare services including;

- Minor Trauma
- Medical Consultations
- Referrals to Secondary Care & Specialists.
- Vaccinations
- Minor Surgery
- Skin Checks
- Cervical Screening
- Insurance Medicals
- Pre-employment Checks
- Drivers Medicals
- Weekly liquid nitrogen clinics
- Lifestyle advice
- Contraception & Sexual Health (Free for under 25)
- Well child checks
- Home visits
- Palliative Care
- Chronic conditions management
- Medication reviews