

Urgent care

No appointment necessary

We operate a no appointment necessary, walk in clinic. Patients are seen in order of priority.

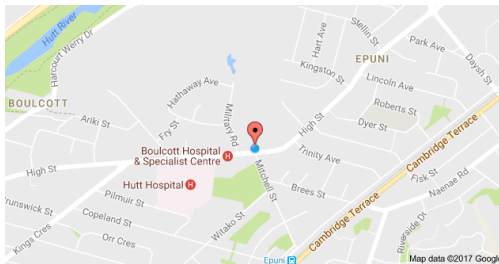
If you are experiencing any of the following please alert the receptionist immediately:

- Chest pain or palpitations
- Shortness of breath
- Profuse bleeding
- Severe pain
- Sudden allergic reaction

Hours

Monday-Friday 5.30pm-11pm
Weekends and 8am-11pm
Public Holidays

We do **NOT** provide the following services: Radiology (x-rays and scans), Free Maternity Services, House Calls.



Code of Behaviour

In order to create a friendly environment for patients, staff and visitors the Lower Hutt After Hours Medical Centre has a Staff Code of Conduct which requires our staff to treat patients fairly, courteously and with sensitivity.

Additionally it is After Hour's policy that patients have the right to a second opinion. Please speak to the nurse or receptionist if you are unhappy with your original consultation.

It should be noted that patients have a responsibility to be open and honest with the health professional treating them.

Patients also have a responsibility to be courteous and respectful of other people receiving care, visitors and the members of our health care team.

- No acts of physical violence, intimidation or verbal abuse towards other patients, visitors or staff members will be tolerated.
- Police will be called and you may be asked to leave the clinic.

Nga Mihi,

The Lower Hutt After Hours Team



**LOWER HUTT
AFTER
HOURS
MEDICAL
CENTRE**

**729 High Street, Lower
Hutt**

Phone: (04) 567 5345



Triage

Lower Hutt After Hours Medical Centre deals with many different illnesses and injuries. We do not see everyone according to time of arrival. Patients with more serious problems must come first, no matter when they arrive.

Triage is a term used to describe the process of sorting patients into groups according to the urgency of their complaint. At Lower Hutt After Hours we use a triage scoring system. A nurse will endeavor to triage you as soon as possible after arrival. They will ask you some questions and may briefly examine you. You will then be allocated a triage code.

Triage 1: Life threatening conditions

Triage 2: Urgent

Triage 3: Non-urgent

Can I get some pain relief?

Tell the triage nurse if you are in pain while waiting or if your condition is getting worse.

Community Services/High User Cards

The CSC/HSC must be presented at the time of consultation or a full consultation charge will apply. If you pay the full consultation charge you can claim back the difference.

Consultation notes and Test results

Lower Hutt After Hours sends clinical notes and test results through to the patient's regular GP on a daily basis. Please ensure you have updated your GP details on the Patient Information Form and signed the consent on arrival.

You may request a copy of the consultation notes. Please ask the doctor for a copy of these before you leave the Centre.

Medical Certificate

If you require a Medical Certificate for work or school, please ask at the time of consultation.

Payments

Payment is due prior to consultation. We provide free consultations for patients under 13yrs of age.

Overdue Accounts

Any unpaid invoices outstanding at the end of 45 days will be forwarded to our external debt collector for follow up. All fees incurred in this process (administration and collection costs) will be passed on to the patient.



He aha te mea nui o te ao? He tangata! He tangata! He tangata!

What is the most important thing in the world? It is people! It is people! It is people!

Privacy

The privacy of your personal details and consultation is of utmost importance to us however in situations where we feel that you pose a risk to either yourself or others we may share your information with the appropriate authorities.

Comments

If you would like to give us feedback on your experience at our service please contact us via either:

Admin Phone: (04) 567 9901

Email: feedback@afterhoursmed.co.nz

Website: www.lowerhuttafterhrs.co.nz

The Lower Hutt After Hours Medical Centre endorses the Code of Health and Disability Services Consumers' Rights and we respond to all written complaints as per their guidelines.