

IMPORTANT INFORMATION ABOUT CHANGES TO THE WAY WE PRACTICE

Dear Patients,

We are all going through changing and challenging times, please be assured that we are dedicated to keeping you healthy and providing you with the health service that you need.

As a result of the COVID-19 pandemic we have changed the way that we deliver our service to you, in order to minimise your risk of becoming unwell with coronavirus.

The main change is that most of our consultations will now be done over the phone or by video link, so that you do not have to spend time in waiting rooms. Prescriptions will be faxed directly to a chemist (so make sure you have the name and if possible the fax number of your chemist ready to tell our staff). If the doctor talking to you thinks that you need to be seen in person you will be given an appointment at the Pyes Pa Clinic.

The Lakes Clinic will only be seeing well patients for flu vaccinations, childhood immunisations, B12 injections, cervical smears and other wellness related matters.

Our staff will be placed in the clinic location most appropriate for them, and doctors will still try to see the patients registered with them. However if you have an urgent problem you will need to be seen by whichever doctor is available.

Anyone who may have coronavirus will be seen at a community based assessment centre at a different location. This will protect other patients and our staff so that we can continue to remain open and working for you.

We will continue to provide most of our usual service, including:

- Assessing and treating you if you have a health problem
- Providing prescriptions
- Monitoring people with previously abnormal results
- Providing flu and childhood vaccinations - patients eligible for a funded flu vaccination can book from March 23, and patients who are paying can book from April 13 (www.fightflu.co.nz has a list of eligible conditions)
- Giving B12 injections to people with low levels
- Completing Driver's medicals for those who drive for their job
- Providing certificates for ACC and WINZ clients

Some non-urgent services will be safely postponed for a limited time, including:

- Cervical smears in those with previously normal results
- Mammograms in those at no increased risk of breast cancer with previously normal results
- Screening cardiovascular risk assessments
- B12 injections for those with normal levels (B12 stores in the body take 1-2 years to be used up)
- Driver's medicals for non-commercial drivers
- Removal of benign skin lesions

Please follow all advice from the Ministry of Health about preventing the spread of coronavirus at www.health.govt.nz. We can all work together to keep each other safe and well. That way if you do become unwell in any way we, and the others who work in New Zealand's healthcare system, will be able to take care of you. Numbers of local cases of coronavirus can be found at www.toiteora.govt.nz.

We appreciate that this is a stressful time for everyone. Please remember to treat our staff with respect and patience as we all get used to doing things differently. We will do our best to stay available and ready to provide you with the care you need.

Kia kaha,
Pyes Pa Doctors