

How to book your consultation, order a repeat prescription or check your lab results

You can now register on our online portal at <https://www.connectmed.co.nz/join.aspx>. Currently not all of our doctors are taking in person appointments through online booking, in this instance in-person consultations would need to be made by phoning the practice. You can also view your lab results and order a repeat prescription while you are in the portal. The portal is only available to patients registered at the practice.

In order to see your lab results or order a prescription we will need your email (this must match what we already have on file) and photo ID. If either of these are missing from your clinic profile, or the email you used to register doesn't match what we have on your clinic profile, you will only be able to book appointments. Please call the clinic if you are having issues with either of these 07 543 2221.

If you prefer you can still phone the practice to make your appointment, or ask to speak to a nurse regarding your prescription and results.

How to pay for your consultation

Currently we are asking patients who have a virtual appointment to pay for their appointment/prescription online at the time of their encounter to avoid any administration fees. Our bank details are 06-0541-0823026-25. Please use your name and chart number (if you know it) as a reference. You are also welcome to call into the practice to pay for your appointment/prescription if you don't have the option of online banking. Our reception areas are all set up for responding to level 2 clinic access.

How to attend your virtual consultation

Please wait near your phone before your appointment time.

If you are having a video consultation please go to the practice website www.pyespadocors.co.nz before your appointment time and click on the correct doctor's waiting room. Then wait near your phone or computer while you are in the virtual waiting room. Please allow access to your microphone and camera for the call.

We recommend talking in a quiet room with no interruptions. Only have people that you would be happy to have in the doctor's office with you in the same room. You will be asked to confirm your name at the start of the call. Please only talk about one problem, and keep to the 15 minute time limit.

You need to be ready to say:

- The main symptoms you have
- When they started
- If they have got worse, better, or gone away
- What makes the symptoms worse
- What makes the symptoms better
- How you have tried to manage the problem and if this has helped
- Your concerns about the problem and what you are hoping the doctor will help you with.

The doctor may ask you questions to:

- Understand exactly what the problem is
- Rule in and rule out potentially serious problems
- Find out relevant background information about your medical problems and medications
- Understand how this illness is affecting your everyday life.

If you are on a video consultation the doctor may ask you to show them part of your body on the screen to help show them the problem. If you are using your phone the camera located on the back of your phone will be a better quality.

The doctor will aim to explain to you what they think is going on, give you a clear plan and an indication of what to do if symptoms get worse or develop in unexpected ways. You may be asked

to repeat the plan back to the doctor to confirm that you both have the same understanding of what to do.

Confidentiality

We are using telemedicine provider doxy.me. All data from the call is destroyed at the end of the call, no recordings are made. With your permission a doctor may take a photo during the consultation, for example of a rash, which will be stored securely.