

Welcome to the Holistic Medical Centre

Information for Patients

Our mission at the Holistic Medical Centre is to take the best possible care of our patients. We do this by combining conventional and natural healthcare, by focusing on a preventative approach to our patients long term well being and by empowering our patients to take an active role in their future health. To deliver on a holistic approach to healthcare well takes time so our **consultations are booked for 30 minutes** or longer. 15 minute consultations are more medically focused or at the GP's request.

Our practitioners may recommend high quality (practitioner only) nutritional supplements as part of your treatment plan or extensive blood or functional testing as part of the diagnostics. Our practitioners receive no financial gain from prescribing these products or tests and it is the patient's choice to purchase these or not. A range of high quality practitioner only supplements are available at the practice for the convenience of the patient. Patient's may choose to purchase supplement products elsewhere.

Although we are a holistic medical practice we do prescribe pharmaceutical medications such as antibiotics and blood pressure medication. When appropriate patients will be given advice on both conventional medical and natural treatment alternatives and it is your choice as to which treatment to pursue. Consent will be noted in your medical notes.

If you see a GP and a Naturopath at our practice please be aware to ensure your safety and optimise your treatment our naturopaths can review your medical notes and document their naturopath consult notes in your medical records. If you prefer for this not to be the case please inform your naturopath or reception at the time of making your appointment.

If you are a casual patient seeing only a Naturopath please be aware you are not under the care of a HMC GP. Our Naturopaths work closely with GP's and they are aware of the need to refer to a GP for medical assessment to be thorough in diagnosis. Casual patients, seeing a HMC Naturopath as the only provider, who would benefit from a medical assessment or review will be asked to see either their own GP or one of the HMC GP's.

Enrolled patients

If you have enrolled with us – thank you for choosing to make us your primary provider and your usual general practice. We look forward to looking after your health. Following your initial visit you can expect the enrolled rate on GP consultations and texts to remind you when you are due for immunisations and screening services e.g. smear, breast screen etc. To assist you in taking a proactive preventative approach to your health we will also invite you to have an annual check up if we have not seen you for 12 months.

GP consultations

To deliver holistic medicine well takes time so our GP consultations are usually 30 minutes and New Patient appointments 45 minutes.

We do offer 15 minute GP consultations.

These are largely reserved for children and enrolled patients who are presenting with an **acute symptom** that needs to be assessed and treated with some urgency or at the request of your GP. Examples include: fever with or without rash, vomiting, diarrhoea, cough / bronchitis, cold / Flu, sinus infection, urinary tract infection, cuts and bites, accident / injury, ear infection, throat infection / tonsillitis, follow up appointments.

You may book 30 minute appointments on the patient portal (Health 365), please ask reception if you wish to register. For 15, 45, 60, 90 minute appointments please book by calling reception 09 370 0650.

Patient Portal

Manage your health online. Subscribe to our portal to

- book a 30, 45 or 60min GP or Naturopath appointment (for 15 min appointments please call reception)
- order repeat prescriptions of regular medications; and
- access your lab results – available only after viewed and filed by a GP **

See our website or ask reception for more information.

Consultation Charges

Fees are available on our website and at the practice. Fees are payable at the time of consultation. If your needs exceed the consultation time booked, and the doctor/naturopath has the time available they may extend your consultation time, but please be aware that you will be charged for a longer consultation.

Wait time

We respect your time and aim to run to schedule. To help us do so please be on time for your appointment.

If you are late for an appointment, to ensure this does not negatively impact the patient booked after you, your appointment time may be shortened and full consultation charges applied or the next patient may be seen ahead of you resulting in you being required to wait.

Cancellations

Please provide at least 24 hours notice if you wish to cancel your appointment; this gives us time to offer the appointment to someone on the cancellation list. If less than 24 hours' notice is given or you do not arrive for your appointment, you may be charged.

Blood Tests

Patients often ask us why they can't get their bloods done before they see the doctor / naturopath. Identifying what bloods are required is part of the assessment & diagnostic process. As per medical best practice our doctors do not issue lab forms without first seeing the patient for a consultation. Repeat lab forms or labs ordered by our naturopaths are issued at the doctor's discretion.

Results

Patients may not be routinely notified of normal results. Blood and Lab results are available to view via the patient portal after they have been viewed and filed by a GP, usually within 3-5 working days from receipt.** If your GP is on leave your results will be managed by another GP BUT they may not be available on the portal until your GP returns from leave. This is because our GP's like to view their own patients results themselves before filing them.

If your results require discussion and further action you will be contacted and requested to make a follow up appointment with the GP, naturopath or nurse within 1-5 working days dependent on urgency required as determined by GP. Abnormal results will not be available on the portal until the GP has seen the patient for follow up.

You may also be requested to make a follow up appointment if it is considered beneficial to optimise levels or some other input such as nutritional advice is recommended. If you have any queries regarding your results please contact the nurse.

Repeat Prescription / Referral

We have a 24 hr Repeat Script turnaround policy during working hours. Although we may over deliver on this policy on occasion please allow up to 24hrs for your script. Urgent scripts required within the working day will incur an Urgent Script Fee charge of \$35. Usual script fees are \$25

Individual requirements

If you are in a wheelchair or require specific individual arrangements please let reception know at the time of booking.

Afterhours

In an emergency please call 111 otherwise please call our practice number 09 370 0650 to speak to a registered nurse for free medical advice. They will refer you to the nearest Accident and Medical or hospital if you need to see a doctor.

Feedback

We strive to continuously improve our practice. If you have any feedback please email reception@holisticmedicalcentre.co.nz or contact Tania Wealleans, our Managing Director.

For more information

Please visit our website www.holisticmedicalcentre.co.nz or call reception