



We Welcome New Patients

Our Commitment to You

Crawford Medical Centre will provide our patients with the best possible medical services and we will conduct our day to day activities with the utmost integrity and respect.

We will pride ourselves on providing a professional, confidential and individual medical service; in a welcoming space that is cheerful and caring.

Our doctor, nurse and reception teams will use the latest methods and the best equipment to deliver care for you and your family.

The Crawford Medical Centre staff are committed to continuing health education and continual improvement.

1. Dealing with Your Health Issues

1.1 Medical Emergencies:

For any medical emergency dial the ambulance service on 111.

1.2 Urgent Health Issue:

Please phone and speak to our reception team. Please do not leave a message or send an email as this will delay our ability to help you.

1.3 Afterhours When We Are Closed

When Crawford Medical Centre is closed – you can still phone us on **09 538 0083** and you will be linked to Healthline. If necessary, the Triage Nurse will advise you to go to an urgent after hour's accident and medical centre for care. Alternatively, you can go to **East Care Accident and Emergency Centre at 260 Botany Road**. This clinic is **open 24/7**.

2. Enrolling at Crawford Medical Centre

We recommend you enroll with Crawford Medical Centre so your fees will be lower because we receive a subsidy for you. To enroll you need to fill in an

Enrolment Form and provide proof of your identity and eligibility for public funding.

If you were born overseas you will need to provide either a Birth Certificate or Passport with your Visa status. We will need proof of your current continuous NZ residency for a period of at least two years.

If you were born in New Zealand, photo ID such as a Driver's License is sufficient. However, if you are admitted to hospital they will request your Passport.

You can find our Enrolment Form under the [New Patient Section of the Crawford website](#) at www.crawfordmedical.co.nz.

Patients, who are 16 years and older (or soon to be turning 16 years), are required to complete their own Patient Enrolment Form rather than be included on a family enrolment form.

Different charges apply for casual, non-enrolled patients and visitors.

2.1 Enrolling Doctors

We welcome new patients and you can check our website for background on all our GPs and their special interest areas. The website will indicate whether the doctor you are looking at is accepting new patients.

Please also register for the 24/7 [ConnectMed Patient Portal](#). This allows you to book appointments online, view your results and order Repeat Prescriptions. Please view doctor appointment availability online via the [ConnectMed booking screen](#). You can connect to this via our website at www.crawfordmedical.co.nz and the ConnectMed link is top right on our website.

Next you need to phone for your first appointment. This involves seeing a nurse and a doctor and filling our Health Questionnaire Form.

3. The 24/7 ConnectMed Patient Portal

ConnectMed is a 24/7 online system that allows you to book appointments, request repeat prescriptions and view your test results.

You need to register for this at Reception by:

1. Being over 16 years of age
2. Providing photo ID
3. Having a unique personalized email
4. Signing a Consent Form

The ConnectMed Patient Portal is user-friendly and allows you the convenience of booking a standard appointment from anywhere at any-time – except for your first appointment at Crawford Medical Centre. We request our new patients book their first appointment by speaking with our receptionist staff so we can access your needs and offer you either a 15 or 30 minute appointment with a doctor.

4. Comments and Suggestion Box

We appreciate your feedback and will use your comments to support improvements. You can email us at any time on info@crawfordmedical.co.nz.

5. Teaching Practice

We are a 'Teaching Practice' and train new Registrars annually. Periodically the Registrars are audited and you may be asked if you consent to a Fellow of the College of General Practitioners observing the consultation.

6. Cornerstone Accreditation

We are Royal New Zealand College of General Practitioners (RNZCGP) Foundation accredited practice. This programme is a continuous quality improvement programme which supports development of managerial, organisational and clinical systems as a method to improve quality in the practice team and promote greater accountability. Practice systems are measured against key indicators and criteria in the New Zealand standard for general practice. Accreditation signifies a practice's commitment to patients by meeting essential legal/safety standards as set by a multidisciplinary development team.

7. Policies that Affect You

7.1 Repeat Prescription Policy

For your clinical safety, we as a practice do not endorse patients receiving repeat prescriptions without review. However, we do appreciate there are times when this is necessary. Our minimum expectation is that you have seen a doctor within the last six months to be able to request a repeat prescription. Our doctors are bound by medico-legal responsibility to ensure safe prescribing, therefore your request may be declined on some occasions and we will ask you to see your doctor.

Repeat prescriptions orders can be accessed through:

1. Our patient portal via [Connectmed](#)
2. Crawford website: www.crawfordmedical.co.nz
3. Prescription Email: prescriptions@crawfordmedical.co.nz
4. Telephoning our dedicated Prescription line on: (09) 538 0083, then selecting 2, and providing details on your medication required, and the pharmacy to email it to.

On weekdays we endeavor to have your prescription ready within 48 hours or 2 working days, and you will be contacted via email or phone when the script has been completed.

Prescriptions ordered on a Friday may be delayed until Tuesday due to doctor availability. Due to the high volume of requests over the Christmas and public holiday periods we will require more notice.

A repeat prescription is not just an administration process where the script is printed off the computer. For each script a nurse creates the prescription and your doctor must review your medical record and consider the appropriateness of the medication prior to signing the script. We charge \$25.00 to create the script and can have it ready for you to collect from the clinic, or we can email it to your pharmacy. Most are emailed to a pharmacy for ease of collection.

Casual Patients are not permitted to have repeat prescriptions because we are not their primary GP. We advise Casual Patients to seek such services from their enrolled GP.

7.2 Test Results Policy

- **You can access your Results via the 24/7 ConnectMed Patient Portal.**
- Blood and all test results are reviewed and interpreted by a doctor. A comment is written in the results comment field.
- You will be contacted by phone **ONLY** if the result requires a follow up. **Normal results are not routinely communicated to you.**
- You may be asked to:
 - come for a further appointment
 - have further blood tests
 - continue to monitor your own progress
- If we do not contact you and you want to know the results, please phone the clinic on Ph: (09) 538 0083 and Press 3.
- If you continue to be concerned about your health, or your condition does not improve please contact the practice so we may assist you.

7.3 Appointments

Arriving at the Practice for an Appointment

We ask all patients to report to reception on arrival. If you have waited more than 15 minutes please advise our reception team.

Our standard appointment times are 15 minutes

Despite our best intentions, we sometimes run late. This may be because we have "fitted in" an acutely sick patient needing urgent attention, or because a patient before you arrived late.

We will do our best to minimize the wait time and apologize for any occasion when we may keep you waiting and any inconvenience this may cause.

Forms and Certificate Completion

There is a charge for all paper work completed with or without a consultation.

Please be aware that All WINZ and ACC forms and certificates are unable to be completed without a consultation with your Doctor. A normal consultation fee will apply.

Payment

We accept all major credit cards (except American Express), EFTPOS, and cash.

We **accept online payments** at ANZ Bank **01- 0170-0112566-00**. Please reference your name and date of birth when paying online.

Crawford Medical Centre Limited staff are committed to working in partnership with you to achieve the best possible outcomes. As part of this partnership it is expected that you will:

- Be involved in your treatment and care whenever possible.
- Provide information to assist with your care and treatment.
- Inform us if your rights are not being met.
- Be sensitive to the needs of others.
- Supervise your children while inside and outside our premises.
- Talk in moderate tones to avoid disturbing others.
- Please take any mobile calls outside and ensure your phone is off when you are with our doctor or nurse.
- Respect the staff and property of our medical centre.
- Obey our smoke-free policy.
- Honour our terms of trade and pay for all services on the day. Note that late payment is likely to attract a \$15.00 administration fee.

How we can help you:

The range of facilities available for patients includes:

- **Car parking.** Patients are able to park at the front or rear of our building.
 - A reminder to please only park in the disabled car park if you are or have a disabled person with you and your car has a mobility sticker.
- **Toilet.** There are two toilets in our practice for patients' use
- **Confidentiality.** We have a combination of electronic and paper-based records and all health care information is kept confidential to each individual patient. When required and with your knowledge, we may send information about you to specialists or other health professionals. Where required and authorized by you,

we may provide relevant medical information to insurance companies for insurance medicals.

- **Chaperone.** If you wish, you are welcome to have a chaperone or advocate accompany you on any consultation with your GP or nurse. Similarly, the GP or nurse may ask another staff member to join them as a chaperone, if they believe this is appropriate.
- **Complaints Procedure.** If you wish to make a complaint please email us on info@crawfordmedical.co.nz or call the Practice Manager on (09) 538 0126. We are always looking to improve our service to you and value any suggestions or feedback that can improve our service. We will respond to and resolve any concerns or complaints promptly. You also have the right to take your complaint directly to an independent advocate at any stage. You can contact the Health and Disability Advocacy Service on free phone 0800 555 050 or by emailing advocacy@hdc.org.nz. You may also phone the Health and Disability Commissioner's Office on 0800 112 233 for assistance.

How you can help us:

Crawford Medical Centre is a busy medical centre and there are a number of things you can do which will enable us to provide the best possible service - these include:

- **Please arrive on time** and let reception know you are here. If you are concerned that your GP may be running late you are welcome to call reception in advance to check. If you arrive late the receptionist will check with the doctor to see if they are still able to see you. Please do not be offended if we request that you reschedule your appointment.
- **Our standard appointments are booked at 15-minute intervals** so if you have a large number of health issues or major concerns to discuss with your doctor it helps to make a note of the items you want covered. However, please be realistic about what can be covered in a 15 minute consultation. For good quality of care this will be 1 or 2 problems.
- If you think that you will **need longer than 15 minutes** please let the receptionists know when you phone for an appointment and they can book you for a double appointment. Some procedures will always require more than one 15-minute appointment so please check with the receptionist or nurse and they will advise you. An extra charge will apply for the additional time.
- Only book one patient per appointment. Please do not expect our doctors to be able to see two or more patients, or siblings, in the one 15 minute appointment slot as its not possible to provide appropriate treatment this way.
- Where possible please plan ahead: Please do any blood tests that have been requested before your appointment so that the results can be reviewed in your appointment.
- Don't wait until you have run out of medicine to book an appointment or request a repeat.

We look forward to serving you.

The Team at Crawford Medical