



# Crawford Medical News

Thanks everyone for your ongoing support of Crawford Medical. It's our pleasure to take care of your health.

As we move towards the end of 2020, we feel grateful to have 'got off lightly' with Covid-19 in New Zealand, having not had a single case through our clinic or our isolation space at our adjacent building.

We hope 2021 brings many good things for you and your family.



Now we're in **Covid-19 Level 1** we're all more relaxed but please do ensure you keep up your hand washing and sanitizing. Our new sanitizing regimes have slowed down colds and flus which is a great added benefit. We will continue to maintain our isolation room to ensure we have a dedicated space for people who present to the clinic with flu symptoms and need to be treated away from the rest of our patients.

## Dr Bruce Greenfield

Our founder and CEO **Dr Bruce Greenfield** is recovering well after shoulder surgery and expects to resume consulting in the New Year, as well as his golfing!

## Prescriptions at holiday time

Please don't forget to **order your prescriptions** early for the Christmas break. We usually have a very busy time in the week prior to Christmas so get in early to avoid the rush! Once we've processed your prescription, we'll email you a confirmation that it has been sent to your pharmacy.

## Telehealth - Consultation by Video

There's a lot of talk in the media at the moment about **telehealth**, where you can have a virtual consultation with a doctor without meeting in person. Crawford continues to offer this through the virtual app Doxy.me which we've been offering for some years. You can **book a virtual appointment** with our doctors via ConnectMed or by calling our reception team. The instructions on how to access the app will be sent to you.

We also continue to offer **phone consultations** if that is your preferred option. Bear in mind your doctor may ask you to come in if they believe they need to see you in person to ensure the most appropriate treatment, but for things that can be addressed by phone or virtually this remains a really efficient option. The usual consultation fees apply for virtual and phone consultations as although you're not physically in the clinic, you are utilising your doctor's time and expertise.

## Medical Emergency in the holidays

If you have a **medical emergency** when the clinic is closed, please immediately call 111. Don't hesitate if the situation is serious – it's what they are there for. Alternatively, if it's not an emergency but you need to see a doctor, remember East Care A&E at 260 Botany Rd are open 24 hours, 7 days a week. A further non-emergency after hours option is to call our main number 09 538 0083 and then select 1 to be connected with Healthline for phone advice.

We recommend you have an emergency plan prepared as in a high stress situation your mind can go blank. We also have emergency advice at the entrances to our GP Clinic so if you come to the clinic when we are closed there is advice on what to do next.

## HOLIDAY HOURS – GP Clinic

- 24<sup>th</sup> of December – Close early at 3pm
- 25<sup>th</sup> to 28<sup>th</sup> December - Closed
- 29<sup>th</sup> to 31<sup>st</sup> December - 8.30am - 4pm
- 1<sup>st</sup> to 4<sup>th</sup> of January - Closed
- 5<sup>th</sup> of January onwards - Normal Hours

## HOLIDAY HOURS - Specialist Centre

- 24<sup>th</sup> of December – Close early at 1pm
- 25<sup>th</sup> to 28<sup>th</sup> December - Closed
- 29<sup>th</sup> December - 9am - 1pm
- 30<sup>th</sup> December – 9am - 4pm
- 31<sup>st</sup> December – 8.40am – 1pm
- 1<sup>st</sup> to 4<sup>th</sup> of January - Closed
- 5<sup>th</sup> of January onwards - Normal Hours

### Our New GP

We warmly welcome a wonderful new doctor who has recently arrived from Scotland. **Dr Paul Jones** qualified from Glasgow Medical School in 2008, and since then has worked in emergency roles as well as in a community clinic.

Paul worked in Military Medicine as the Medical Officer to elite units, gaining accreditation as a Royal Navy Officer (UK). Paul was awarded membership of the Royal College of General Practitioners (UK) after completion of his training in 2017, and worked on the outskirts of Edinburgh prior to coming to New Zealand. Paul comments, "my experience has shaped my passion for preventative and holistic medicine, and I believe in shared patient and doctor decision making within the consultation".



Aside from medicine, Paul will be found enjoying time with his wife and children, and indulging his love of sports and the outdoors. He is taking new patients so please call us to book an appointment – Welcome to the Crawford team Paul!

### Open Hours

The GP Clinic is **open from 7.30am until 7pm** midweek and remember we have our **walk-in clinic on Saturdays** from 9am-12pm which doesn't require an appointment.

### Check your Contact Details

Do let us know if your **contact information** has changed, particularly your mobile number and email. If you're not sure feel free to send your updated details so we can check. Email us at [info@crawfordmedical.co.nz](mailto:info@crawfordmedical.co.nz) or phone the clinic on **(09) 538 0083**. And just a note to please avoid using our email to book or cancel appointments as the email is only checked periodically through the day.

### Catch up with us on Social Media

Keep in touch with us on **Facebook** and **Instagram**. We share updates about Crawford Medical but also play our part in the local community, keeping you up to date with what's on in East Auckland, and updating you on health issues. Just search Crawford Medical to find us.

### Check-in Kiosk

Now we're down to Level 1, we've re-opened our **Check-in Kiosk** so you may check yourself in on arrival at the clinic if you prefer.

### Enrolment Forms

If we send you a **new enrolment form** it means you need to enroll with Crawford Medical. The Ministry of Health requires us to re-enroll patients every three years and the benefit is enrolled patients pay the enrolled fee rather than the higher casual fee.

### You can see any of our GPs

From time to time and for whatever reason you may not be able to see your regular GP. However you can **see any of our GPs** at any time as all have access to your clinical notes and can see your medical history.

### Bank Account details

Here are our **bank account** details for online payments - ANZ Howick 01-0170-0112566-000. Please include your name and date of birth for reference – thank you. We have received feedback that our admin fee is not an ideal process and we agree. This is an unfortunate thing about our invoicing system which we're unable to change - it adds an admin fee if the invoice is not paid on the day. We will continue to review how we might improve this. And within the next few months the banks are phasing out payment by **cheques** so if you're still using this method of payment please have a think about moving to another form of payment. Our reception team can chat to you about the options we offer - please speak with them if this is an issue for you.

### It's the little things



*Our lovely patient Mrs Theresa H drops in roses from her garden to brighten up our waiting room. It's the little things that mean the most so thank you Mrs H for your thoughtfulness.*

## THE SPECIALIST CENTRE 12 PICTON ST PART OF THE CRAWFORD MEDICAL GROUP

## Our Visiting Specialists

- **Dr Andrew Cho** (ENT) and **Dr Anurag Sekra** (Gastroenterologist) - last clinics for 2020 on 10<sup>th</sup> December.
- **Dr Anna Lawrence** (Urologist) - last clinic for 2020 on 16<sup>th</sup> December.
- **Dr Chin-Yun Lin** (Dermatologist) - last clinic for 2020 on 29<sup>th</sup> December.
- **Dr Chin-Yun Lin** (Dermatologist) - first clinic for 2021 on 11<sup>th</sup> January.
- **Dr Anna Lawrence** (Urologist) and **Dr Andrew Cho** (ENT) - first clinic for 2021 on 21<sup>st</sup> January.
- **Dr Anurag Sekra** (Gastroenterologist) - first clinic for 2021 on 26<sup>th</sup> January.



## Active+ Physiotherapy join Crawford Specialist Centre

It's a pleasure to welcome Dr Terri-Ann Samuels-James to our Crawford Specialist team. Terri holds a clinical doctorate in Physiotherapy, and has over 15 years physiotherapy experience. Terri completed her physiotherapy training in Jamaica, and her doctorate at Nova Southeastern University, Florida.

Terri specialises in the assessment and treatment of:

- Vestibular conditions
- Neurological dysfunctions
- Strokes
- Balance Problems
- Pediatric Rehab
- Concussion rehabilitation

Terri continues to run her own successful Physiotherapy clinic in Jamaica, where she has gained valuable experience treating children and adults with a vast range of injuries and neurological conditions. She is available for appointments at Crawford Specialist Centre, Active+ Howick, and for home visits.

## Are you at risk for Skin Cancer?

Melanoma is an increasing public health problem in New Zealand. The incidence of malignant melanoma continues to rise at an alarming rate. With prognosis in melanoma directly relative to the

depth of the lesion, monitoring and early detection is critical in saving lives. Patients diagnosed with melanoma in its early phase have an almost 100% survival rate so get checked now.

Factors which increase the risk for developing melanoma include:

- Personal or family history of melanoma
- History of other types of skin cancers
- Presences of >100 moles
- Intermittent sun exposure and sunburn history
- History of the use of sunbeds
- Red/blonde hair, light eyes, fair complexion and freckling
- History of long-term use of immunosuppressive medications

We recommend a full skin examination annually for skin cancer screening for every patient. If you have previous history or any of the risk factors above, you may require routine skin cancer monitoring (mole-map).

**Book an appointment:** Please call 09 538 0083 to book a screening or monitoring skin check with our qualified Melanographer.

You can now Book Online for our Ear Clinic



Good news! Book an appointment at our ear clinic online where you can see all available appointments and choose the most suitable date and time.

- Simply visit [www.crawfordspecialists.co.nz](http://www.crawfordspecialists.co.nz) and click "Book Online".
- Click "Join" to register or simply use your existing ConnectMed login.
- Add Crawford Specialists under "Practices" tab.
- Go to "Appointments" tab and select "book".
- Click on the time slot you would like to book.
- Once your booking is complete, you will receive a confirmation via email.

