



Crawford Medical News

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

We continue to watch the impact of Covid-19 worldwide and thank our lucky stars that we live in NZ. We maintain strict infection control just in case and continue to be grateful that we have not had a case of Covid-19 through our clinic. Please continue your hand washing, sanitizing and contact tracing via the app.

Our nurses have flu vaccine available for all age groups at any time but remember there must be a two week gap between your Covid-19 Vaccines and your Flu Vaccines. And our nurses can catch you up for FREE if you are overdue for a smear – until the end of 2021!

We hope this newsletter shares a few insights into how things are tracking at Crawford Medical. Remember you can call or email us at any time for assistance – we are always happy to help. Be well.

Our new GP

We warmly welcome **Dr Vincent Yiu** to the Crawford Medical team. Dr Vincent grew up in the Bucklands Beach area and is happy to be back in his old stomping ground!



Dr Vincent Yiu graduated from Otago

University Medical School in 2003. He has been working as a GP for families since 2008 in New Zealand, Melbourne, and Hong Kong. His special interests in medicine are paediatrics, minor surgery, men's health, and psychiatry. In his spare time, Vincent enjoys singing, drawing and anything tech related! Vincent is fluent in English, Cantonese, and Mandarin.

Covid-19 Vaccines

Crawford Medical was the first East Auckland clinic to be approved as a **Covid-19 Vaccination Centre** post the pilot programme. No mean feat with all the tight regulations around sourcing and administering such a precious and delicate vaccine! We are now vaccinating daily but note that our numbers are dependent on reliable supply of vaccine.

We offer vaccines to patients per the Ministry of Health eligibility criteria, and strictly by appointment. You may call us to make an appointment if you are eligible but we do recommend that if you have an appointment booked with a community testing centre you keep that booking as you may be vaccinated sooner.

We would really appreciate you parking offsite if you are at the clinic for a vaccine so we can reserve the parking spaces near the clinic for those who are unwell for ease of access – thank you.

Expanding the GP Clinic

You might have noticed we have started renovations on our 'Bell House' which is the adjacent building at 31 Mellons Bay Rd. We have been waiting for resource consent to begin work and are thrilled to now be underway. We have reached maximum capacity at Crawford House and so are looking

forward to spreading our wings in this new space early in the New Year. The two buildings will share a joint carpark with improved access.

Medical Emergency

If you have a **medical emergency** when the clinic is closed, please immediately call 111. Please don't hesitate if the situation is serious – even if we are hearing that the hospital is busy.

Alternatively, if it's not an emergency but you need to see a doctor, remember East Care A&E at 260 Botany Rd is open 7am-11pm daily. 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.

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 both entrances to our GP Clinic so if you come to the clinic when we are closed there is advice on what to do next.

OPEN HOURS at our GP Clinic

Our GP Clinic is open from 7.30am – 7pm Monday to Friday, and from 9am-12pm on Saturdays for walk-ins.

Under the **Covid-19 Pandemic Level 1** requirements, if you have flu symptoms, our process is to see you safely in our isolation space. While we are renovating the adjacent building to provide more clinic space, our isolation space is a temporary Portacom.

Unfortunately the carpark is very busy which is not ideal. We do ask that if you are visiting for a Covid-19 Vaccination that you park offsite so that our patients who are unwell have easier access to the clinic – thank you for your consideration.

It's the little things...



Lovely Mandarins were dropped off by a generous patient recently – picked straight off her tree 😊. Thank you very much.

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 as 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 at the end of each month. We will continue to review how we might improve this so we can provide a better service. Do contact us if you have a query on your account as we're happy to help.

Now the banks have phased out payment by **cheques** a number of our patients have had to rethink how they pay their bill. We recommend online bank payment but if you're not sure about the options we offer - please call our Reception team for advice on 09 538 0083.

Keeping Informed

When information comes to hand, such as updates on vaccine availability, we will update all our communication channels. This includes our phone message, our website at crawfordmedical.co.nz and our Facebook page. Alternatively you can always call and speak with our reception team who will be happy to assist.

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 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 checked intermittently through the day.

Consultations via Phone or Video

We 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 issues that

can be addressed by phone, or virtually by video, this continues to be a really efficient option. Note that 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.

Our virtual consultations are provided via Doxy.Me (doc-see-me 😊) which you can check out online. When you book a virtual consultation we will email you instructions for access.

Catch up with us on Social Media

Keep in touch with us on **Facebook** and **Instagram**. We share updates about Crawford Medical and share important health information, but we also play our part in the local community to keep you up to date with what's on locally. Join us online to keep in the loop!



Enrolment Forms

If we send you a **new enrolment form** it means we need you to re-enroll with Crawford Medical please. 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 so there's an incentive to stay enrolled so you don't pay the higher price.

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 another GP at any time, as all have access to your clinical notes and can see your medical history.

A full list of our GPs and a brief bio on each is available on our website crawfordmedical.co.nz/our-doctors.

Jammies in June

We're a very proud supporter of 'Jammies in June' again this winter in support of the Middlemore Foundation who support key projects in health, homes and education within the Counties Manukau region in collaboration with Middlemore Hospital. We have already delivered a full carload of pyjamas, dressing gowns, blankets, and some lovely hand knitting to the hospital, and we'll keep collecting through the next few months. Please feel free to drop in your donations to reception 😊. Thanks for your support.

Communicating in Mandarin

If your limited English means you have trouble discussing your needs with our staff, we now have a message on our phone line which may help. If you dial our main number 09 538 0083, and choose option 6, this takes you through to a message service where you can leave a message in Mandarin. Then one of our Mandarin-speaking staff will call you back, usually within a few hours.



Lower Back Pain: Causes and Treatment

Anyone who has experienced pain in their lower back knows just how cumbersome this symptom can be. Lower back pain can be a result of many different causes, from acquired injuries to rheumatic diseases. But regardless of what's causing it, pain in your lower back can make it difficult for you to perform your everyday activities and enjoy life.

Lower back pain is a common complaint in adults. This uncomfortable symptom has been estimated to affect approximately 80 per cent of people at some point in their lives, and it is the most common cause of job-related disability.

Fortunately, most lower back pain cases can be fully resolved with time and adequate treatment. There are also certain prevention techniques that lower the risk of your back pain coming back in the future.... *to continue reading please go to our website - crawfordmedical.co.nz/lower-back-pain-causes-and-treatment.*

Travel Advice

Now we're starting to travel again, Crawford Medical can give you health advice when you are planning to travel. We have GPs who are trained in travel medicine to share advice on immunisations and health precautions for any area, to keep you well while travelling either for business or holiday.

We do recommend you get well prepared ahead of travelling as there are a wide range of health risks depending on which area you are travelling to, and how long you are travelling for. Some risks are serious. We can also give advice on travelling at high altitudes, pregnancy and travelling, and deep vein thrombosis risk reduction.

Pre-travel vaccinations

As well as Antimalarial medications.... *to continue reading please go to our website crawfordmedical.co.nz/travel-advice.*

Asthma in the Winter Season

Please check you have enough asthma medication to get you through this winter period. If you don't have enough please book to see your GP and get prepared rather than running out.

Here's some good advice from Asthma New Zealand on three things you can do to protect your lungs in a cold snap -

- 1) Wrap your neck and head in a hat and scarf and let your body build up heat in your upper chest and head.
- 2) Wear layers instead of one large jumper or jacket and allow air to be trapped between layers to heat your chest and upper back.
- 3) Drink warm fluids low in sugar such as boiled water with a little honey and lemon which can help stave off ice cold air in your lungs.

THE SPECIALIST CENTRE AT 12 PICTON ST

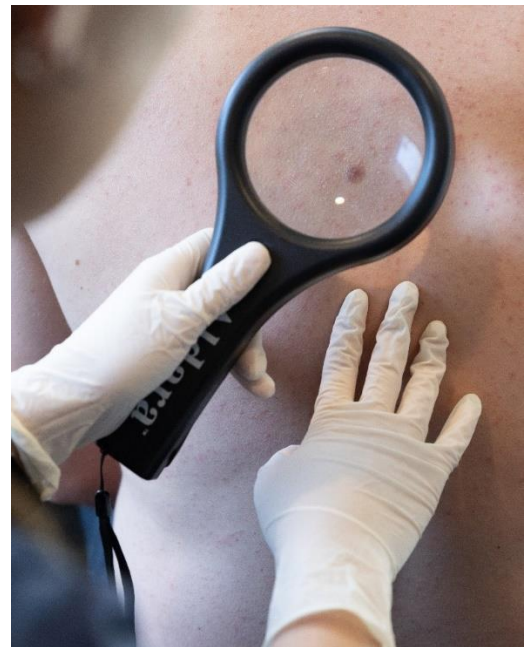
Welcome to the Crawford Ear Health Clinic



- Our Ear Health Clinic (ear suction) operates every Monday-Saturday.
- Our Ear Nurse and Ear Nurse Specialists are trained and specialised in ear suction and ear health.
- We accept new patients without referral.

For online bookings please visit www.crawfordspecialists.co.nz.

Welcome to our Skin Health Clinic



- We offer full body skin check consultations or full body mole-mapping which includes a full report.
- Our Melanographer is trained in dermoscopy and skin cancer detection.
- Cryotherapy treatment is available during consultation.

Please see our receptionist at 12 Picton St for bookings and note a health questionnaire will need to be filled prior to your appointment. We look forward to welcoming you soon.