

**2024**  
**Hokowhitu**  
**Medical Centre**

**Patient**  
**Information**  
**Booklet**

**8 Pahiatua St, Palmerston North**  
**Phone 357 2092** [reception@hokomed.nz](mailto:reception@hokomed.nz)

Welcome to our Practice. Our team comprises of:

**Doctors:**

Dr Martin Minnee  
Dr Sam Illing  
Dr Chris Ingham

**Practice Nurses:**

Megan Cooper  
Emily Birkin

**Practice Manager:**

Rosie Greening

**Receptionists:**

Karen Cronje  
Rosie Gunn  
Jordie Michael

We're a teaching Practice, so we regularly have House Officers/ Registrars working with us as part of their training. If you hear an unfamiliar name, it will likely be a House Officer or Registrar. Feel free to ask Reception for clarification on this when booking.

**Practice Hours**

Our office hours are 8:30am to 5:00pm

Appointment times

9:00am-12pm and 2pm- 4:45pm

All new patients are currently being enrolled with Dr Chris Ingham, works at Hokowhitu Medical Centre Mondays and Fridays. We endeavour to book you with him, but if you require an appointment on a different day, we can make accommodations.

Due to a high demand for appointments, we ask that routine appointments be booked **well in advance**. We do try to accommodate, but it is not always possible to get an appointment with a specific Doctor on the same day or one to suit your time requirements.

**Appointments**

- Your very first appointment may be a little longer as the Doctor will ask for some history to get to know you. This appointment may cost \$100.
- Regular appointments are **15 minutes**. This is generally long enough to cover one issue.
- If you think you will need longer, please book a 'double' appointment (30minutes). E.g. if you have more than one issue to discuss
- Clinical staff may prioritise and defer some presented problems to a further appointment time, if there is not enough time.
- If you choose to run over time due to expectation of covering more issues, you agree to pay for the extra time spent.

- If you are late for an appointment, Reception has the right to reschedule you.
- Missed appointments or late cancellations (with less than 2 hours' notice of the appt) will incur a charge of \$40, if Reception are unable to fill the appointment time. Please let us know as early as possible so that we can fill the appointment with someone else who needs to be seen.

So, Reception can book you appropriately, please advise us if:

- Your appointment is for an insurance medical, driver's licence, immigration medical, Cortisone injection, Mirena or Jadelle or for other special requirements. Some of these appointments cost more and take more time.
- You would like more than one member of your family is to be seen, so that we can book enough time with the doctor.
- You require a Minor (self-funded) or Elective (subsidized) Surgery appointment. **These surgeries must have had an appointment with the Doctor to review the lesion and discuss the excision prior to being booked.** All surgery appointments are at either 11:30am or 11:45am, Monday to Friday.

Please note that Reception will ask you about your symptoms when booking with our doctors, to aid in accurately and appropriately booking your appointment.

We have a respiratory room for those with potentially contagious symptoms, so please let us know if these are present. This helps to protect others in the waiting room from viral illness.

### **Reporting In**

Please report to reception when you arrive so that the Doctor can be advised that you are here. If you are booked in the Respiratory Room, please wave out as you walk around past the window. Our doctors often like to call first if you are in the Respiratory Room or waiting in your car, so please have your phone on hand. Often our calls will come up as an unknown caller.

**If you are experiencing chest pains or shortness of breath when you arrive, please advise the staff immediately.**

We always aim to run on time however, emergencies do happen, and complex issues do arise and can cause delay. We will keep you informed as much as possible. If a delay occurs, we may discuss options such as rescheduling your appointment if need be. We appreciate your patience as the emergency or complex need may be yours on another occasion.

We always strive to treat you with the utmost courtesy and respect. We ask the same of you. This means that no abuse of any kind will be tolerated by staff both verbal and/ or physical.

## Phone messages

Reception regularly clear the voice messages, but please do not leave a message if you intend on calling back soon after your first attempt.

If you are going to leave a message, please ensure you slowly and clearly provide us with your name, phone number, and a brief request.

## Emails

We do regularly check our emails, but we do not typically book appointments via email, especially urgent matters. This is due to the fast-changing nature of appointment availability. We also ask that if you have any clinical questions for the Doctors, that you book an appointment with them.

## Texts

We use texts to update you on your account balance, release results, advise you about appointments needed, or ask for you to call us back.

Our system does receive texts, however, please do not ask us questions over text. Long texts can get corrupted, and texts are not always checked daily. Text replies do incur a charge by your cell phone provider.

### Services we offer:

- |  |  |
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| - Drivers Medicals (all levels)                            | - Childhood immunisations                                |
| - ACC consults   | - Adult immunisations                                    |
| - Cortisone injections                                     | - Travel vaccinations                                    |
| - Tongue Tie assessments                                   | - Skin checks  |
| - Dysport (botox)  | - 6-week baby checks                                     |
| - Minor surgery/ Skin cancer excision/moles                | - HPV self-swabs or traditional smears                   |
| - Elective surgery   | - Completing medical paperwork e.g. disability allowance |
| - Liquid Nitrogen  | - ECG  |
| - B12  | - Women's' health  |
| - Diabetes and cardiac reviews                             | - Blood pressure checks                                  |
| - Contraceptive (Jadelle and Mirena) insertion and removal | - Infusions (Iron, Aclasta)                              |
| - Toenail wedge resections                                 | - Implants (Zoladex, Goserelin)                          |

## Repeat Prescriptions

If you know you are running low on medication, please contact us well in advance to allow time for processing and to get you in for a review if needed.

When phoning or emailing in ([nurse@hokomed.nz](mailto:nurse@hokomed.nz)), please clearly state your name, date of birth, all the names of the medications that you require, and the pharmacy you'd like your script

sent to.

Standard scripts are completed within **two working days** of receiving the request (providing all information has been supplied).

Urgent scripts incur an extra charge, as we will specifically ask the Doctor to review and sign off your medication outside of the normal process.

Please let reception know if your script request is urgent and we will process it as quickly as possible. However, we want this to be the exception, not the norm. We encourage you to set a reminder and request your script at least a week in advance.

All patients are required to be specifically reviewed by the Doctor on a regular basis for their medications. The review intervals vary due to a lot of factors, such as the medication, side effects, risks and legal requirements, so please discuss with your doctor.

Introduction of new medications or medications not issued for over 12 months usually require a doctor's review.

Please note that coming to see the doctor for a separate issue does not constitute a review of your medication.

**If you are experiencing side effects from a new medication, please book an appointment with the Doctor.**

### **Other services**

There are some service charges that are additional to a doctors or nurses consult.

The main ones to be aware of are;

- Liquid Nitrogen (\$35- \$50)
- B12 or other injections (\$15)
- ECG (\$60)
- Cortisone (non- ACC) (\$60)
- Special Authorities (\$25)

The Clinician will endeavour to let you know about the extras, but if the service is completed, the charge is payable. Please ask at Reception if you are unsure.

*(If an appointment is solely for LN, B12 or other injections, then there is no additional consult charge.*

*E.g. appt with Dr and they do LN - \$55 + \$35. Appt with nurse for just LN - \$35 (if less than 3 lesions).*

*Appt with nurse for BP+ LN+ B12 - \$60 (\$15+\$35+\$15) )*

### **Special Authorities**

Pharmac sets specific criteria that must be met before some medicines to be funded. They do this to ensure medicines are targeted to those who would benefit most from treatment. The cost for the Special Authority electronic application is \$25. Without this program, Special Authority applications would be posted and generally take up to 1 months approval. In the interim, the medication remains at full price. There are different types of Special Authorities e.g. some are for life, others are for 3 months.

## **Results**

We do not currently have a patient portal.

If any test results come back as abnormal, the Doctor will contact you and advise the next step. If you wish to have a copy of your results, please either email or phone us with the request and we can provide these for you. Please note that we will only give the results to you once they have been reviewed by a doctor.

If you wish to discuss your results, you will need to book an appointment with the Doctor.

## **Phone calls, emails, forms and/or referrals**

Recent research by the Royal NZ College of General Practitioners (2024) found that for every 4.5hrs of patient contact time, 3.5hrs of follow - up work was generated. To reduce our staff working overtime to get through tasks, and missing out on time with their families, we ask that you make an appointment if you need to speak to a clinician or have paperwork that you need them to complete. No task takes 'five seconds' to complete. These services incur a fee due to the time required.

## **Payments**

Payment for all services is expected on the day via - cash, EFTPOS, credit card or online bank transfer.

**We do not have paywave or Apple/ Google pay available.**

We understand that sometimes it is not possible for you to pay on the day. You are welcome to set up an Automatic Payment (AP) with us. Reception can provide the details for this. If we are seeing you in the respiratory room, over the phone, or completing a script, we will send you text with the banking details, so you can pay online. All outstanding balances are due within 30 days. Accounts over 2 months old may incur a penalty charge. If you are paying an AP, we will contact you around the beginning of the month to inform you of your balance. We do not extend credit above \$100. If you have a very overdue account with us (more than 2 months without any payment), please do not be offended if we request payment towards your outstanding balance prior to booking you an appointment.

From time-to-time Reception are not aware of extra charges or services you may receive at the time of payment. If there are any errors in billing from Reception, you will be informed of these. This may mean a further charge or refund.

## **After hours**

Please call us first if you are needing attention within our business hours. We like to see our patients ourselves as much as possible, and it removes some of the load on the other services.

Our in person afterhours provider is City Doctors at 22 Victoria Ave, Palmerston North, Phone 355 3300. They are open from 8:00am to 8:00pm every day. After 8:00pm, phone 0800 373 030.

You can also use Practice Plus <https://practiceplus.nz>, an online platform.

## **Drivers Medical**

There are several different types of Driver's Medicals that we do, and they incur different costs.

You'll need to complete a medical certificate when:

- applying for or renewing a heavy vehicle licence (class 2,3,4,5), unless you've provided a certificate within the last five years
- applying for or renewing endorsements for passengers (P), vehicle recovery services (V), driving instruction (I) or testing officer (O) unless you've provided a certificate within the last five years
- you have a medical condition that may affect your ability to drive safely.
  - Diabetes
  - Locomotive joint or limb problems
  - Strokes
  - Nervous or mental disorders
  - High blood pressure
  - Seizures, fits, convulsions, epilepsy
  - Serious injuries (e.g. head or spinal injuries)
  - Visual disturbances (e.g. cataracts, double vision, glaucoma)
  - Cerebral vascular accidents/disease
  - Cognitive impairment
  - Any other condition that may affect your ability to drive safely, including fatigue, disabilities and conditions such as dementia.
- you're obtaining or renewing any licence class or endorsement beyond your 75th birthday
- we ask you to provide one.
- Private classes: class 1 or 6 licence, and D, F, R, T or W endorsements have the same medical standards
- Commercial classes: classes 2, 3, 4, 5 and P, V, I and O endorsements have the same medical standards.

The costs for the above are -

- Drivers medical under 75, no community services card - *\$100.00*
- Drivers medical under 75, with community services card - *\$75.00*

**75+ Driver's medicals require an appointment with a nurse first to check vision and cognition, followed by a doctor's appointment.**

The costs are -

- Drivers Medical 75+, no community services card - *\$95.00*
- Drivers Medical 75+ with community services card - *\$75.00*

### **Travel Vaccines**

If you are planning travel overseas and need vaccinations, please make a 30min appointment with a doctor well in advance of travelling. They will advise you on what vaccines you may need for the areas you wish to travel to and give you relevant medical advice for those countries. Vaccines can be ordered in and a quote provided.

Hokowhitu Medical Centre values feedback, and any compliments, complaints or concerns should be promptly directed to the Practice Manager via email ([manager@hokomed.nz](mailto:manager@hokomed.nz)) to be followed up as appropriate.

Thank you and welcome to Hokowhitu Medical Centre.

The Team