

Teaching Hospital/Students Involved in Your Care

Clutha Health First is a teaching general practice and hospital so you may be asked if a student may sit in on your visit or see you prior to the GP.

Students are supervised by qualified staff at all times and you have the right to refuse permission for them to be involved in your care.

Consent to Treatment/Procedures

All treatment and procedures will be explained to you by members of staff. It is very important you understand what is happening. Please ask questions if you are uncertain.

Collection of Health Information/Privacy

Health information is collected for your care and treatment, it is stored securely and only authorised staff can access it. It is normal practice to give necessary and relevant information about you to other health professionals/agencies in order to deliver appropriate health services. If you do not wish this to happen, please make our staff aware.

You can also request access to your information and may request correction of it if necessary, please ask staff for an "Access to Clinical Information Request" form.

If you have a concern relating to a privacy issue please contact our CEO or the Privacy Commission 0800 803 909 or via their website www.privacy.org.nz

Feedback/Compliments

Your feedback helps us improve services. A patient experience survey is accessible via our website.

Complaints

You have the right to make a complaint about any aspects of the services provided. Complaints provide us with an opportunity to continually assess and improve our service. You can discuss your care and treatment by either writing to the CEO; Ray Anton - Chief Executive Officer Clutha Health First, PO Box 46, Balclutha 9240 Phone 03 419 0500; email: ray.anton@chf.co.nz, or visit our website and complete the Complaints Form from the 'contact' menu on www.cluthahealth.co.nz. Alternatively you may contact the Health and Disability Commissioner 0800112 233 hdc@hdc.org.nz

Advocacy Service

The Nationwide Health and Disability Advocacy (Nga Kaitautoko) Service is a free service, confidential and operates independently of Clutha Health First. Advocates assist consumers to ensure your rights are respected. Call free 0800 555 050; Email: advocacy@advocacy.org.nz

Support for Maori/Pacific Islanders

Clutha Health First is committed to improving the health and wellbeing of Maori and Pacific Islanders. There are a range of providers in the Clutha District that staff can refer to as necessary.

Interpreter Services

Are available when required.

Cultural/Spiritual Beliefs

Please let us know if there any cultural or spiritual beliefs that we need to be aware of when providing your treatment.



We welcome you to Clutha Health First
*Haere mai koutou kia te hohipera o
Hauora Tahī Ki Iwī Katea*

General Practice



Practice Hours:

Monday to Friday 9.00 am – 9.00 pm
Weekend Urgent Clinic Saturday – Sunday 9.00 am - 6.00 pm (by appointment only)

Telephone 03 419 0500 (24 hours)
For an Emergency Phone 111

9-11 Charlotte Street, Balclutha, South Otago
Phone: (03) 419 0500, Fax (03) 419 0501
www.cluthahealth.co.nz

Welcome to Clutha Health First General Practice

Clutha Health First is a community owned and operated family health centre that incorporates our General Practice, Maternity Ward, Medical Ward, Community Midwives, Outpatient clinics, District, Occupational Therapy, Social Work and Needs Assessment services.

Our General Practice is the largest practice in South Otago and is committed to the health and wellbeing of our community. We invite you to be part of our fantastic general practice.

Enrolling with Clutha Health First General Practice

Enrolling with the practice is a quick, free and easy process. If you are already enrolled with another general practice let our reception staff know and they will arrange for the transfer to us of your medical records. If you are not enrolled with a general practice or are new to the country please ask our reception staff for an enrolment pack. If you have any questions or need any help with the forms please let us know and we will be happy to assist.

Appointments

To make an appointment with one of our GPs or Nurses, please talk to one of our receptionists, phone us on 03 419 0500 or use the Patient Portal.

- Routine appointments with the GP or Nurse are 15 minutes.
- If you require a longer appointment please let the receptionist know when you contact us.
- For urgent or life threatening situations call 111 and request an ambulance.

Support Person / Chaperone

You are welcome to bring a support person to any consultation or treatment at the practice. If you

require sensitive examinations we will always have a chaperone sit in with you.

ConnectMed – Patient Portal

As an enrolled patient you may join our free Patient Portal - ConnectMed, which enables you to make routine appointments from your smartphone, tablet or computer. You can also:

- Order a repeat of any long term medications you may be prescribed;
- Check results of your laboratory tests;
- Get a list of your immunisation and vaccination records.

You can register with the Portal through our website www.cluthahealth.co.nz or ask our any of our staff for a sign up form.

After Hours

Enrolling with Clutha Health First means you will always be able to get medical advice whatever the time of day. If you have a medical condition that you are concerned about please phone 03 419 0500 and your call will be answered by a Registered Nurse who will be able to give you advice on possible treatment or may make an appointment for a doctor to see you at the practice out of hours. Other services only a phone call away include:

Healthline: 0800 611 116 www.healthline.govt.nz
Healthline is available 24 hours a day for advice and information from a Registered Nurse.

Plunketline: 0800 933 922

Available 24 hours a day, Plunketline is free to call from any phone and provides advice and information on your child's health and wellbeing.

Payment / Patient fees

Fees are payable at the time of consultation. We accept cash, eftpos, cheque, credit card, and online payments. A full list of our charges are available from the general practice and on our website.

Services available at the General Practice

We deliver the full range of medical services that you would expect from a modern and progressive General Practice. In addition, our GPs and Practice Nurses hold advanced qualifications and training in a wide range of treatments that you can benefit from. These include:

- Audiometry testing;
- Breast care clinic;
- Cardiovascular nurse specialist;
- Diabetes nurse specialist clinic;
- Gynaecology nurse specialist clinic;
- Immigration medicals;
- Joint injection clinics;
- Lung function testing;
- Orthopaedic fracture clinic;
- Smoking cessation service;
- Travel medicine clinic where you can obtain information regarding recommended vaccinations wherever you may be planning to travel;
- Ultrasound.

