



Welcome to Rolleston Central Health

PLEASE READ THE ATTACHED INFORMATION CAREFULLY:

For more information visit our website www.rollestonhealth.co.nz or phone us on (03) 347-2614

- ❖ **Enrolment Form:** Please complete all the sections of the enrolment form for each individual enrolling. Don't forget to sign/date the second page and tell us where you want your records transferred from.
- ❖ **New Patient Medical Questionnaire:** If you are aged 20 and over you will also need to complete a short medical questionnaire and book an enrolment appointment with one of our nurses. This is a 15-minute appointment and there is a cost of \$20.
- ❖ **ConnectMed Form:** If you are over 16 our preferred method of making appointments, viewing results and requesting prescriptions is to use our Connect Med patient Portal. Please complete this form and return with photo ID.
- ❖ **Passport & Visa Status:** If you or your child were not born in New Zealand, you will need to bring your passport & visa information to show whether you are eligible for funded health services in New Zealand. *(You can check your eligibility via the link on our website).*
- ❖ **Overseas Immunisation Records:** Please also bring along copies of immunisation information for your child if they have lived outside of New Zealand.

Tick	CHECKLIST:
	Enrolment forms completed, signed and dated
	Medical questionnaire completed (For adults aged 20+)
	ConnectMed Form completed and photo ID provided (For patients aged 16 and over)
	ORIGINAL Passport and Visa provided (If not born in NZ)
	Immunisation Records provided (If not born in NZ or lived outside NZ)

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HELP US TO HELP YOU

You may have noticed a sign in our waiting room outlining our expectations and we believe these are paramount to a good patient/doctor relationship:

- ❖ **Please phone ahead for all appointments:** Especially important for your continuity of care. We recommend booking online a week or two in advance to ensure a time and date that suits you with your regular GP. *****Please note that when you book an appointment, the receptionist will ask you for a short reason for your visit i.e. prescription, sore throat, hurt back – this is to help the doctor so please do not be offended when we ask*****
- ❖ **One problem per consult:** Our appointment slots are 12 minutes which usually allows for one problem to be thoroughly addressed and no more – please be on time and be considerate of the fact that other patients are waiting to see the doctor after you. Please don't ask the doctor to check other children during a single appointment.
- ❖ **Payment is required at the time of consultation:** Please discuss with us if you are having financial difficulties as we may be able to help.
- ❖ **No drugs of abuse will be prescribed:** Our doctors will not prescribe Benzodiazepines, Opiates, Quetiapine, Zopiclone, Dexamphetamine, Adult Methylphenidate or any other drug of addiction without prior approval.
- ❖ **Please treat our staff with respect:** We pride ourselves on friendly, caring, respectful and supportive professional health services here at Rolleston Central Health and ask that you are also respectful to our staff in return.

WHEN YOU CHECK IN

- ❖ Please be on time (5 minutes early if possible) and use our check-in machine if reception are busy
- ❖ We will always ask you to do your blood pressure and weight in our self-help booth every time you see a doctor

WHY AM I WAITING?

We know your time is precious and our doctors and nurses try very hard to run on time. However if there is an emergency or a patient is very unwell, we may run behind and this is unavoidable. If you are concerned about the amount of time you have been waiting please check with reception.

Thank you for enrolling with Rolleston Central Health.