



WELCOME ABOARD

Telephone (07) 872 0300

Email reception@tamc.co.nz

220 Bank Street, Te Awamutu 3800

4/415 Pioneer Drive, Te Awamutu

P O Box 378, Te Awamutu 3840

Hours: Monday – Friday 8am to 6pm

www.tamc.co.nz

TAMC's Satellite Clinic

- 4/415 Pioneer Drive, in the Frontier Estate

Just off Alexandra Street as you head out to Pirongia, you will find our new satellite clinic, on the left just past the round-a-bout as you drive down Pioneer Drive.

You are welcome to visit the clinic to book your appointment, or phone 07 872 0300 for same.

The clinic hours and days are variable while it continues to grow, and these will be advertised on the front doors. Ample parking is available in any of the TAMC marked car parks.

Please note this clinic does not have a walk-in casualty clinic.



Te Awamutu Medical Centre

Here you will find a team of friendly, welcoming doctors and other health professionals to support your goals and those of your whānau.

Providing total family health and urgent medical care to the people of Te Awamutu and surrounding districts since 1970.

We are Cornerstone Accredited, the highest level of accreditation awarded by the Royal NZ College of General Practitioners



Cornerstone accredited



Updated 19 May 2026

Your guide to making the most of your health opportunities with the Team and resources at Te Awamutu Medical Centre.

Latest news + Updates

The latest news and regular updates are found on our website

www.tamc.co.nz

In addition to GP services, we have many options to positively support your health needs. With nurse and health care assistant led services, various visiting surgeons, specialists and counsellors seeing patients in our rooms, and a drop-in Casualty open from 8.00am through 6.00pm, Monday to Friday, there is a broad menu of services available to you.

There are also many free or partially funded health services we provide. Your nurse or doctor will let you know if your health need is funded.

We are here to work alongside you and we look forward to doing that!

As a community practice we appreciate the opportunity to work with the community to advance and deliver health care to all.

We are committed to the principles of Te Tiriti O Waitangi [the Treaty of Waitangi], to the New Zealand Health and Disability Commission Code of Rights and to the provisions of the Privacy Act 2020, the Health Information Privacy Code 2020, and the medical ethics of confidentiality to protect your privacy.

Ask any questions of us and give us feedback, negative or positive. In doing so, you contribute to improving our contribution to you. That is important to us!

Contents

Pandemic and other extraordinary conditions	6
After Hours Care	6
Our Practice.....	7
Location & Parking	8
Disabled Access	8
Facilities	8
Our Team – Management & Administration	9
Our Team - Clinical.....	9
General healthcare services	11
Casualty.....	13
Kihikihi Health Hub	14
Mangatoatoa Pā Hauora Whare Hauora Health Clinic	14
Visiting Specialists.....	14
Important things to let us know	15
– Contact details:.....	15
– Family History:.....	15
– Next of Kin:.....	15
– Living Will / Non-resuscitation Orders / EPOA (Enduring Power of Attorney):	15
Moving overseas?	15
Our Patient Portal - WELL.....	16
A guide to repeat prescriptions	17
Patient Privacy.....	18
FREQUENTLY ASKED QUESTIONS	19

Pandemic and other extraordinary conditions

Under Pandemic or other extraordinary conditions, to maintain safety for both patients and staff, and to allow the highest level of ongoing medical care, how e.g. you move into or through the Practice and how your appointments and other services are delivered may change.

You can be sure that the Team at Te Awamutu Medical will be working to provide and maintain the best care possible for you, and the best care possible for our Team.

This will be familiar to you already and we ask for your patience in supporting us to do what is needed to keep the Practice functioning at the safest and highest possible level.

We will communicate necessary changes to the way we operate via the following mediums - Facebook, our website, WELL, txt, email, Zoom or similar, by phone or during a phone consultation with your doctor.

After Hours Care

You may like to enter these contacts into your phone for quick reference when needed.

Anglesea Clinic

07 858 0800

Gate 1 Cnr Thackeray and Anglesea Street, Hamilton provides Te Awamutu Medical Centre patients with after-hours care 24 hours a day, 7 days a week.

Healthline

0800 611 116 to speak to a nurse

<https://practiceplus.nz/>

Available weekdays until 10.00pm; weekends and public holidays 8.00am – 8.00pm

Access a consultation with a medical clinician from your computer or mobile device.



The phone numbers above are also on our answer phone on 07 872 0300.

Do not hesitate to call 111 if you need urgent or emergency



Our Practice

Te Awamutu Medical Centre is an accredited Teaching Practice with the Royal College of General Practitioners.

This means that medical registrars (newly qualified doctors) will often be on-site undergoing GP training. All registrars are fully supervised by our qualified accredited teaching General Practitioner.

Location & Parking

- A short walking distance from the town centre.
- Public parking is available in front of Te Awamutu Medical Centre (TAMC), on Teasdale and Bank Streets, and in our carpark opposite Marshall's pharmacy on Teasdale Street. Waipa District Council also provide a free time-limited carpark on their site, within 50 metres of TAMC.

Disabled Access

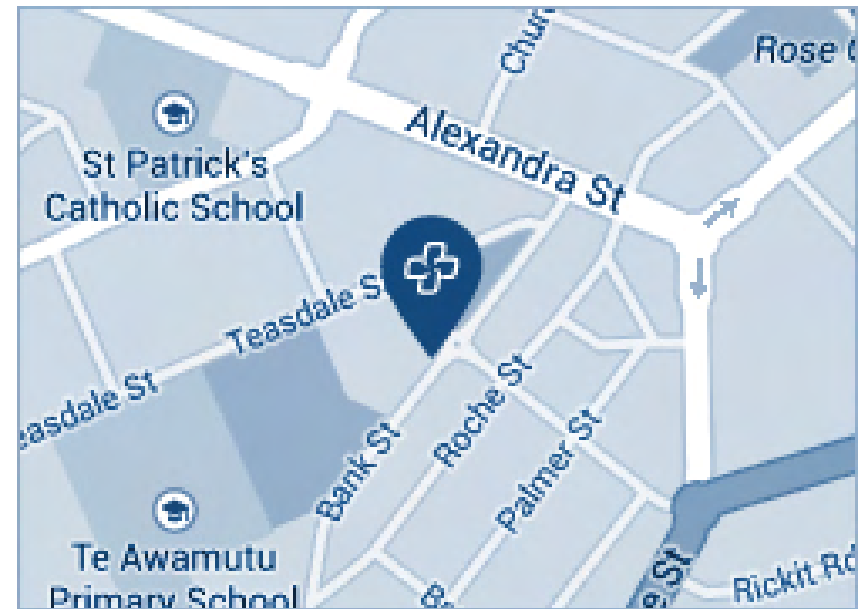
Disabled parking is available in the carpark at the front door of TAMC. Wheelchair access is available via the front door ramp.

Assistance is available for you, just phone 07 872 0300 when parked or, if you have someone with you, ask them to go to reception and request help if needed.

Alternatively, you can enter at the back of the building off Bank Street. When there, continue down the back of the building to the start of the breezeway with windows to your left, and knock on the ambulance access door, first on the right.

Facilities

Patient toilet facilities are in the reception area. If you are facing the reception desk, female toilets are to the right just inside the front door and male toilets are around to the left near the glass doors to the pharmacy.



Our Team – Management & Administration

General Manager: Wayne Lim
Practice Manager: Lakin Wilton-Gray
Nurse Team Leader: Summer Cruickshank

Administration Team:

Our friendly receptionists are here to help you get the most from your interactions with Te Awamutu Medical. They can assist with booking appointments, ordering repeat scripts, organising paperwork, and answering any questions you may have. If they are unable to help with a certain situation, they will find someone who can.

Health Organisation:

TAMC is a member of Pinnacle Midlands Health Network (PHO – Primary Health Organisation), otherwise known as Pinnacle Group.

- *Pinnacle is a private organisation that provides administrative services and works with Te Awamutu Medical to improve the quality and the range of health services we provide.*

Our Team - Clinical

Doctors:

Dr Mary Ballantyne - Women's Clinic
Dr Alison Glover
Dr Katie Reid
Dr Krishna Chatterjee
Dr Hemisha Patel
Dr Elan Jones

Dr Ernst Buhrs - Medical Director
Dr Jo Vipond
Dr Amanda Henderson
Dr Ayesha Haque
Dr Herbie Taute
Dr Jane Cooper

Staff Doctors:

With several additional part-time staff and locum doctors we can offer appointments when your doctor is unavailable.

Physician Associates:

Nuno Costa, Jenna Oppliger, Tricia Stuart, Aga Tyl, Manuel Pompa

As highly trained medical professionals who operate under the supervision of doctors in New Zealand, Physician Associates (PAs) are highly valued as part of our clinical Team.

Pharmacist Prescriber: Rachel Bell

A Pharmacist Prescriber can review your medications, discuss how those medications are working for you and provide health checks such as taking your blood pressure. They can assist with lifestyle changes to help you manage your condition and check you are still using e.g. inhalers and devices correctly. They can align your medications, if they are due a new prescription, on different dates. Pharmacist Prescribers can give you a script during your consultation if required.

Rachel also contributes to the GASP respiratory clinic along with our nurses. She can examine your prescription and may prescribe something more effective for you; she can also consider your inhaler as to whether it is the best for you.

GP Registrars:

At times, we have a doctor (registrar) working at the clinic to complete their GP training under the supervision of our accredited teaching doctor, Dr Alison Glover.

Medical Students:

As an accredited teaching practice we occasionally have 4th, 5th and 6th year medical students studying with us under the supervision of senior doctors. We are proud to be assisting in the training of future GPs.

Nurse Team Lead: Summer Cruickshank

Our Nurse Team Lead serves as the point person for co-ordinating and overseeing the nursing staff while promoting a positive work environment conducive to quality patient care.

In addition, our Nurse Team Lead liaises between nurses and management, advocating for the needs of the nursing team while also implementing organisational directives and goals.

Nurse Team:

Our nurses are highly trained in various medical specialties and work collaboratively to deliver comprehensive care tailored to your unique needs. Your well-being is our top priority, and our nursing team is here to ensure you receive the best possible care throughout your journey at Te Awamutu Medical Centre.

Nurse Practitioner: Fiona Wing

A nurse practitioner is a highly qualified healthcare professional dedicated to providing advanced and comprehensive care. Our Nurse Practitioner is trained to diagnose, prescribe, treat and manage a variety of health conditions collaborating closely with our medical team to ensure the best possible outcomes for our patients.

Health Care Assistants: Sheryll Olsen & Tina Beale

Our healthcare assistants work alongside our nursing team and assist our GPs throughout various minor operations. These skilled individuals also run their own clinic which mainly focuses on health education/promotion by means of cardiovascular risk assessments and smokefree advice/NRT as well as blood pressure checks.

Nurse Prescribers: Michaela Buhrs

Our Nurse Prescribers are qualified to assist patients with a range of medical conditions and can prescribe from a designated list of medications within their scope of practice.

You may be referred to our nurse prescribers by your GP to assist you in managing hypertension (high blood pressure), diabetes or gout; for acute care for simple accidents; treatment for wound infections and common long-term conditions such as asthma; contraception requirements; and, in addition, driver license medicals and annual medication reviews.

Women's Health Team:

Doctors

Dr Mary Ballantyne & Dr Jo Vipond

Midwife & Nurse Prescriber Michaela Buhrs

Women's Physiotherapist Anneka Kilroy

See the 'General Health Care Services' section on the next pages for more on the Women's Health Care Clinic and when appointments are available.



General healthcare services

Te Awamutu Medical Centre offers an extensive range of general healthcare services, from nurse appointments to minor surgery. We regularly have visiting surgeons and specialists available at TAMC and our Casualty is available for accidents and urgent medical issues that cannot wait for the next available GP appointment.

We are conveniently placed next to complementary medical services, making it easy for you to access a greater range of health professionals:

- [VIGOUR](#) Physiotherapy
- [Hamilton Radiology](#) - for xray and ultrasound
- [Unichem Marshall's Pharmacy](#) – both in house and across the road on Teasdale Street
- [Frontier Pharmacy](#) at our Pioneer Drive Clinic, TA
- [Pathlab](#) – next to Te Awamutu Medical Centre on Bank Street

A significant range of services are on offer for you with GP, Pharmacist Prescriber, Physician Associates, Nurse Practitioner, Nurse Prescribers, Diabetes nurses, Registered Nurses and Health Care Assistants (HCAs), Physiotherapist and HIPS consultations including but not limited to:

- Accident treatment
- ACC consultations
- ACLASTA®, iron infusions
- Advanced Care Planning
- Asthma education and spirometry
- B4 school checks
- Blood pressure checks
- Cardiac check and evaluation
- HPV swabs and cervical smears
- Diabetes clinics, monitoring & annual reviews
- Driving Medicals – double appointment required - please call reception to book these rather than booking via WELL. Service not available to casual patients.
- ECG – heart monitoring
- Flu vaccinations



- Fracture management and plastering for simple fractures
- FREE post-partum check (must be **before** baby is 6 wks to qualify)
- Health promotion and disease detection
- Immunisations
- Medication review by our Pharmacist Prescriber and Nurse Prescriber.
- Minor surgery
- Pre-employment medicals
- Preventative medicine including immunisations, screening and regular health checks.
- Liquid nitrogen treatment for warts and lesions
- Mini Ace-cognitive function testing
- FREE under 25yrs sexual health, pregnancy testing, contraception advice and prescribing where needed

Our nurses offer a **FREE under 25yrs Sexual Health service, for both casual and registered patients. Contraception advice and education, STI checks/treatment, GP follow-ups if needed, swabs or smears, pregnancy tests, prescribing where necessary and support.

- Respiratory Clinic - GASP - review of condition

- Skin clinic / dermoscopy - mole/lesion photography with specialist opinion
- Skin lesion and mole excisions
- Smoking cessation
- Sports Medicine
- Women's health clinics

Dr Mary Ballantyne, Dr Jo Vipond and Michaela Buhrs, midwife and nurse prescriber, are available for consultations on mid-life & menopause, family planning and sexual health, from teens to older age.

In addition, the team is enhanced by the services of Anneka Kilroy, our Women's Health Team Physiotherapist.

Contact reception during open hours on 07 872 0300 for a Women's Health clinic appointment on:

Mondays: Dr Ballantyne

Tuesdays: Anneka Kilroy - Physiotherapist

Mon/Wed/Fri: Dr Vipond

Tue to Fri: Michaela Buhrs* - Midwife Prescriber

*Alternate Fridays at Waterford Birth Centre, Hamilton

Casualty

Open at 8.00am, Closes at 6.00pm – Monday to Friday

In TAMC's Casualty, patients are seen with accident injuries and urgent medical issues. Patients are assessed (triaged) by a nurse according to their urgency status, before being seen by a doctor. Generally, you will be called in order of your urgency status, not necessarily in the order you arrive.

Keep in mind that our staff may also be attending to patients who have been delivered by ambulance through the ambulance access on the other side of Casualty.

As always, if you are experiencing chest pain or shortness of breath, let the receptionist or any other staff member know immediately.

You may be given an approximate time to report to Casualty. This is an indication of possible timing, not a guaranteed appointment time.

Say hello to the receptionist at the front counter and they will guide you through being seen in Casualty.

Important note:

When you will be seen, or how long you will have to wait, cannot be guaranteed so, if possible, we recommend making an appointment with a doctor if your need is not urgent rather than waiting in the Casualty queue.

WINZ form consults, employment medicals, driving medicals, regular check-ups and other issues that are not medically urgent are not available in Casualty. Make an appointment with a GP to get these done.

Book well in advance so you get it done in time.



Kihikihi Health Hub

Tuesdays 8.30am to 10.00am – school term only

Located on the Kihikihi school grounds, this is a “drop in” medical care clinic for all. It is sited in the small building to the left inside the pedestrian gate from the carpark.

General medical care is available including, but not limited to, diabetes monitoring, breathing/asthma support & advice, help to quit smoking, heart health checks, dressing changes, removal of stitches, screening, general health advice.

Mangatoatoa Pā Hauroa Whare Hauora

66 Te Mawhai Road, Tokanui

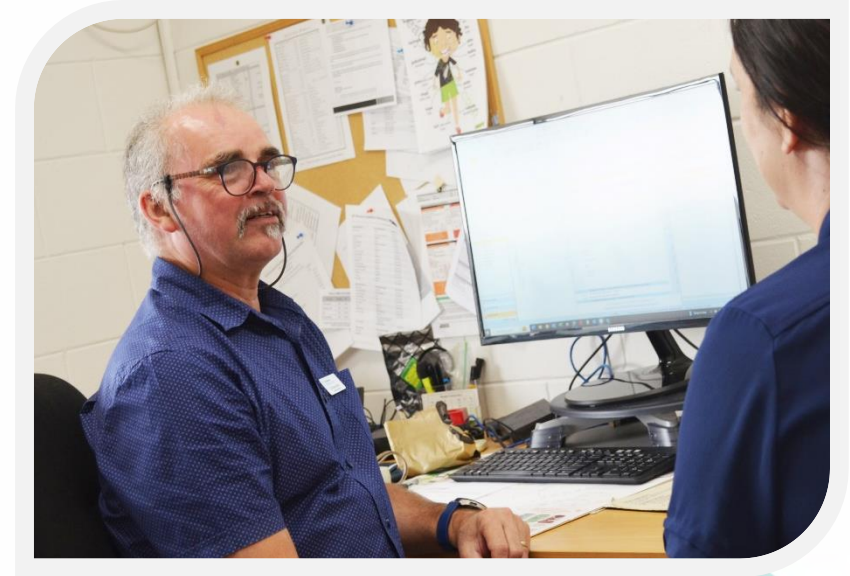
Our clinic at Mangatoatoa Pā runs every second Wednesday. Contact Reception to book an appointment. Anyone who has an affiliation to Mangatoatoa Pā can be treated at this clinic. GP consults, nurse appointments, and Pharmacist Prescriber consults are available.

Visiting Specialists

For convenience, several specialists regularly see patients at Te Awamutu Medical Centre. You must have a referral from your GP if you have not seen the specialist before:

Anthony Maher
Stewart Hardy
Michael Holmes
C K Reddy
Bulent Yaprak

Orthopaedic Surgeon
Orthopaedic Surgeon
Urologist
General Surgeon
Plastic Surgeon



Important things to let us know

Contact details:

Any changes to your contact details e.g. name, phone, physical / postal address, email, next of kin or employer?

These are vital to many aspects of your care including referrals, scripts, providing results, contacting your next of kin if you are incapacitated. Current employer details are important for ACC work related incidents.

If your current details are available to us, we can e.g. get hold of your next of kin in emergency situations; advise you of your results; that the doctor would like to see you; we can refer you to a specialist with current information – no delays; complete ACC forms without delay; remind you of important health care reviews due; alert you to changes that may affect you. Delays due to incorrect contact and other details can significantly delay that process. Your current mobile number, email, physical address, next of kin and their contact details and employment details are critical to your healthcare.

Please update these to reception@tamc.co.nz or on 07 872 0300.

Family History:

This allows your doctor to consider all aspects relevant to your health and gives your doctor a better understanding of e.g. possible testing requirements.

Let your doctor or nurse know if there is a family history of any disease or condition e.g. heart disease, diabetes, asthma, bowel or other cancers, neurological disorders, epilepsy.

Your family history is recorded in your record for this purpose, so remember to update us when new information is known.

Next of Kin:

Having your next of kin on your record gives practice staff the authority to talk with your nominated person if e.g. you are incapacitated – please ensure all family members have a designated NOK with current contact details.

Living Will / Non-resuscitation Orders / EPOA (Enduring Power of Attorney):

If you have arrangements for any of the above with your family, lawyer, rest home or other, please advise our staff and supply the relevant documents for your TAMC file to enable us to follow your directives in relevant situations.

Moving overseas?

We recommend you take a copy of your medical notes with you when you move overseas.

To organise this, contact us on reception@tamc.co.nz call us on 07 872 0300, or speak to one of our receptionists in person.

Processing these requests can take up to 10 working days, so it is a good idea to organise this in advance.



Our Patient Portal - WELL

WELL offers our patients a modern, easy way to connect with us and is available for you to download and register.

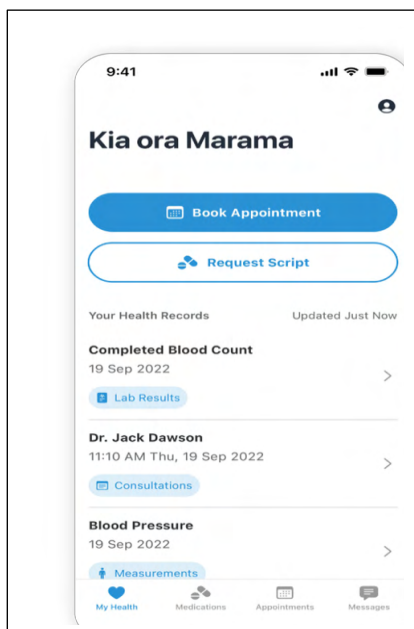
WELL makes looking after your health simple:

- easy to download and register
- book appointments for yourself or on behalf of your whānau
- request repeat prescriptions
- view lab results
- receive notifications and reminders on the app
- choose passcode, touch or facial recognition no more forgetting your username and password!

The WELL patient portal is available on Android and iOS for mobile, and on your computer.

Things to note:

- you must be a registered patient at Te Awamutu Medical Centre to register for WELL
- you must be over 16 years old to register
- you must have an email address and mobile phone number
- your details must match what we have on file for you to connect successfully. If they don't, you will be directed to us to update your details and once they match, you will be connected.



How to register for Well

Using the Well app on your mobile phone:

1. Download 'Well NZ' on the App Store or Google Play*
2. Select 'Create Account' and enter the invite code: TEAMED
3. Enter your details – these must match what we hold on file for you.

Using your computer:

1. Access the online patient portal on your computer [HERE](#)
2. Select 'Create Account' and enter the invite code: TEAMED
3. Enter your details – these must match what we hold on file for you.

Once registered, you can use the same account to access both the Well app and the online portal.

If you have any issues signing up, please contact us:

- via email – reception@tamc.co.nz
- via phone – 07 872 0300 (Mon-Fri 8am-6pm)

You can also visit the Well FAQs page - click [HERE](#)

Well is developed by Ōtautahi/Christchurch based health tech company Webtools. The Webtools team are keen to hear from anyone interested in taking part in patient portal research – helping to ensure new features designed for the Well app to meet your needs!

For more information and subscribe to take part, click [HERE](#)

A guide to repeat prescriptions

Repeat prescriptions can be picked up from reception or sent directly to your preferred pharmacy, so please be sure to always provide the name of the pharmacy you want to pick up from when you order your script.

Please also provide your up-to-date contact phone number with any phone messages you leave and ensure that your message is clear.

Why do repeat scripts take so long to get ready?

For clinical safety, each repeat prescription must be individually processed by a nurse then checked and signed off by a GP. This takes time and is done in between appointments by our GPs. Our clinic processes around 250 to 300 repeat scripts each day which creates a significant volume of work.

For these reasons, it takes **2-3 working days for a repeat script** to move through the whole process from order to approval by the GP. This is why we highly recommend ordering repeat scripts at least 3 days before you need them.

Ordering a repeat script

- a) via WELL
- b) at <http://www.tamc.co.nz> under the 'Patient Info' tab (a message can be entered on this form). See details needed to order below.
- c) through the clinic on 07 872 0300, select Option 1 for the Script Nurse line. If the nurse is busy, leave a clear message with you:
 - name
 - date of birth
 - phone number
 - medications required
 - pharmacy name and specific location of the pharmacy OR for pick-up from reception.

The nurse will either organise the script with your doctor or advise that you need to make an appointment as, if you take regular medication, the doctor may routinely see you at least 6 monthly.

This system, in most cases, ensures you do not need to pay for a full consultation for a repeat script and that you do not have to wait while the script is being prepared.

Health checks may be needed before picking up your script e.g. blood pressure. These are usually done by one of our nurses.

Need a repeat of your medication urgently?

If you have seen your doctor in the preceding 6 to 12 months for the health issue requiring prescription, a nurse may be able to organise a repeat script for you.

Contact the practice on 07 872 0300 for an appointment with the nurse. There may be some delay while we wait for the doctor to sign the script for you.

If you haven't seen your doctor recently for the specific issue, an appointment may be required for the doctor to renew the prescription.

If your doctor is fully booked, you can see another doctor or the duty doctor in Casualty. That doctor will issue a short-term prescription only, and you will be advised to make an appointment later with your own doctor.

This precaution is taken to ensure priority care for patients. Note there is a higher fee for urgent prescriptions.

Patient Privacy

Important Notice to Patients

During your care by, and involvement with, this Practice we will collect Personal Information about you. This information is known as HEALTH INFORMATION for the purposes of the Health Information Privacy Code.

Health Information about you that is held by this Practice will be retained, used and disclosed by this Practice principally for the purposes of recording your health status and the care or treatment given to you, and to assist in your further care and treatment. The information will also be used for administration purposes and may be used for claiming benefits on your behalf.

Health Information collected is held by this Practice, although certain details will be passed on to Pinnacle* (*see below*) to assist in administrative and educative aspects of your care and continuing treatment. Pinnacle will hold any information released to it in the strictest confidence, subject however to the requirements of this Practice and Pinnacle to release certain information to the appropriate health organisations such as the Ministry of Health.

If the necessary health information is not supplied, we may be unable to adequately provide for your care and treatment or ensure that you benefit from all the subsidies to which you are entitled.

You have the right under the Health Information Privacy Code to obtain access to, and request correction of, any Personal Information or Health Information held by the Practice about you.

This information is being updated. Refer to <https://tamc.co.nz> Patient Info/Privacy Matters

* *Pinnacle is a private organisation that provides administrative services and works with this Practice to improve the quality and the range of health services provided by this Practice.*

What is the Health Information Privacy Code?

This code was prepared by the Privacy Commissioner to better ensure the protection of individual privacy in the health sector. The code is enforceable by law.

How can I find out more about the Health Information Privacy Code and NHI Numbers?

*Contact the Privacy
Commission
0800 803 909
Monday to Friday
10.00am to 3.00pm
P O Box 10 094, Wellington
6143*

www.privacy.org.nz/about-us/contact/
(this webpage will give you various options).

FREQUENTLY ASKED QUESTIONS



How do I book an appointment?

We recommend booking a double appointment if it is your first consultation with the GP as a new patient.

- phone us on 07 827 0300
- see the receptionist at the front desk
- via the WELL app - use link at bottom of HOME page
- on our website <http://www.tamc.co.nz>
- email on reception@tamc.co.nz

Do not use the website or WELL to book urgent appointments. Contact our receptionist on 07 872 0300 if an urgent appointment is needed.

In extraordinary circumstances, booking an appointment on WELL or the website may not be available e.g. pandemic conditions or when systems are down.

For non-urgent appointments:

You must be enrolled as a patient with us to book online - please note, if booking via the website, we can't guarantee your doctor will be available on the day or at the time you request. We will communicate with you to make your appointment as close as possible to your requested day and time or with another doctor if needed.

Cancellations must be made no later than the day before the scheduled appointment. A fee may be added for late cancellations. A fee of \$15 will be charged for appointments that are booked but not attended. This fee will apply to all patients, regardless of age.

Please cancel your appointment if you do not need it, to avoid this fee.

You're welcome to pay for your consultation in advance. Be sure to include the chart number reference from your invoice. The bank account number is 03-0442-0182067-00.

If you are NOT ENROLLED, you are a casual patient and for urgent appointments only, you can be seen in Casualty. You will need to complete a Casual enrolment form.

Note the cost is greater for a casual patient and we are unable to do driving medicals or WINZ forms for casual patients as these require a full medical history to complete. We are also unable to do ACC Medical Certificates for Casual patients with existing injuries. You will need to see your registered doctor for these.

What Will It Cost?

Fees and charges are displayed in our reception area and on our website:

<https://www.tamc.co.nz/patient-information/fees>

Feel free to ask for a pricelist if you would like one.

Charges also apply for:

- home visits
- special services e.g. minor surgery
- various medical supplies, including waterproof casts
- ACC (surcharge)
- visits to the practice nurse
- Pharmacist Prescriber consultations

Note that payment is required on the day of your consultation.

All accounts that remain unpaid after 7 days will incur an automatic \$15.00 administration fee.

What if I cannot afford to pay the doctor?

If you are under financial stress, let your doctor know, or talk to a receptionist who will direct you to the appropriate staff member, so payment arrangements can be made.

Never delay seeking medical advice for financial reasons. To make it easier to pay accounts, we also accept payment by direct credit, regular automatic payments and WINZ redirection.

Please ask our receptionist if you would like to set up a regular payment against your account with us.

See our website under Patient Information/Fees for our full Credit Terms and Conditions of Trade.

<https://www.tamc.co.nz/patient-information/fees>

When are appointments available?

GP/Nurse between 8.00am and 5.00pm
Monday to Friday

Casualty (no appointment)
between 8.00am and 6.00pm
Monday to Friday

How long are appointments, and how many issues can the GP deal with?

Appointments are allocated in 15-minute blocks. This can be adequate for one main issue or a few smaller issues. If you have a few health issues to discuss with your doctor and you think it will take longer than 15 minutes to discuss, please book a double time slot.

If your clinician feels they cannot safely deal with all your issues in the time available, they may ask you to book a later consult to address any remaining issues. Please do not be offended if this happens. Please note that double appointments do incur a higher fee.

We recommend booking a double appointment if it is your first consultation with the GP as a new patient. Driving medicals also need double appointments – please call reception to book these rather than booking via WELL.

What do I do when I come in for an appointment?

Always check in for your appointment at reception directly inside the front door. The receptionist will direct you to where you need to be.

Note that under pandemic or other extraordinary circumstances, how you move into or through the Practice and how your appointments are delivered, e.g. by phone, may change. Check our website regularly for updates.

How should I pay for my visit

Payment is to be made on the day of the consultation. We accept cash, EFTPos, Visa and Mastercard. We also provide an online payment facility for you to pay invoices with ease via a secure link with a debit or credit card. A secure payment link will be sent by email, (from accounts@tamc.co.nz) or in a text message from a 4-digit number. Just click on the link and pay in full, or part-pay any outstanding invoices. There are no extra fees for this.

Privacy is important to us. We do not store your card details, we will not ask you to sign up for anything, and we will never ask for you to supply any bank account information during this process. If you do not have a debit or credit card, you can still pay in person at reception or via internet banking.

If you have any questions about the invoice you receive, or your account in general, please call our reception team on 07 872 0300 to discuss.

If you are unable to pay for any reason, please discuss this with your doctor or the receptionist. Please talk with us sooner rather than later.

Do you treat accidents and emergencies?

Unless a life-threatening emergency for which dialling 111 is paramount, anyone having had an accident can be seen without an appointment at our clinic during normal working hours.

After-hours treatment is available through Anglesea Clinic: 07 858 0800, Gate 1 Cnr Thackeray and Anglesea Street, Hamilton.

What other services do you have?

We perform and record e.g. immunisations, smear tests and swabs, blood sugar tests, heart checks, B4 School checks, and send a reminder to you when these are due. The contact is by phone, txt and letter. Many of these services are free.

We highly recommend that you take advantage of these. As with your vehicle, regular check-ups and maintenance will help to prevent more serious issues in the longer term. Prevention is better than cure!

Can I see another doctor if my doctor is not available or if I wish to change?

Yes, you can see another doctor in the clinic. All doctors can access your notes for the purpose of your direct care. If you wish to change your regular doctor, please speak to our receptionist. Please note that not all doctors accept new registrations as their books are already full.

Laboratory Test Results

WELL provides personal access for you to monitor your test results. Lab tests are reviewed by your GP. If needed, a GP or nurse will contact you to advise next steps. If you do not hear from us, there is nothing to discuss regarding your test results. Most results are available within 48-72 hours, some take longer. If you are not contacted and would like the result(s), please phone and leave a message with one of our receptionists for the nurse to phone you.

How does being enrolled with a Practice affect me?

A good relationship with a medical centre team has been shown to result in better quality of care and better individual health. The practice will work with you towards your health goals by doing such things as recalling you e.g. for health checks or immunisation when appropriate. As you get to know the people at the practice you may feel more comfortable asking questions and saying what your needs are. We love questions!

Being an enrolled patient enables your GP to communicate more effectively with other health professionals e.g. specialists, as your medical history will be on file. Also, enrolled patients receive medical care that is subsidised, generally paying lower fees, and your practice arranges for you to have 24/7 service available for urgent health issues (Anglesea Clinic).

Do I have to agree to the practice getting my old records?

You do not have to agree to the practice getting your old records.

It is our recommendation that your previous records be sent to us as, as without these your new doctor has limited knowledge of your medical history and correspondence which could be relevant to your ongoing care. It is entirely your decision.

What if I want to change to another practice?

You are free to change to another practice. Just fill out an enrolment form at your new practice, like the one you completed when you first enrolled here. Your new practice will start the process for you when this is done.

What if I sometimes want to see a doctor at another practice?

It is normal for patients who are away from home or prefer another doctor for some things such as contraceptive advice or for a second opinion, to see another doctor. If you go to a practice where you are not enrolled, expect to pay higher fees as a casual patient. Your care is only subsidised at the practice where you are enrolled. If you do not want that practice to let your regular practice know, simply tell them.

Where does this information go?

As the government subsidises the cost of providing your medical services, we are required to send information to government funding agencies, e.g. Ministry of Health, Accident Compensation Corporation.

The information provided is your name, address, date of birth, NHI number, and date of attendance. Apart from immunisation data, maternity information during pregnancy, and a diagnosis for ACC claims, the information does not include personal medical information. This information, excluding medical information, is forwarded to Pinnacle, our Independent Practitioner Association (IPA) for administrative purposes.

The provisions of the Privacy Act 2020, the Health Information Privacy Code 2020, and the medical ethics of confidentiality protect your privacy. The Team at TAMC regularly complete privacy training and work to uphold privacy requirements at all times.

<http://www.privacy.org.nz/privacy-act-2020/codes-of-practice/hipc2020/>

What is an NHI number?

NHI stands for National Health Index. This is a unique number assigned to you by the National Health Information Service and allows the collection of anonymous health information. It allows the Health Funding Authority to track the use of health services without being able to identify individuals and is critical for future planning for health services.

Can I make a complaint about the services provided by the medical practice or its staff?

Absolutely! We welcome feedback from patients and visitors. Contact any staff member if you have an issue or complaint that you would like addressed and they will connect you with the appropriate person.

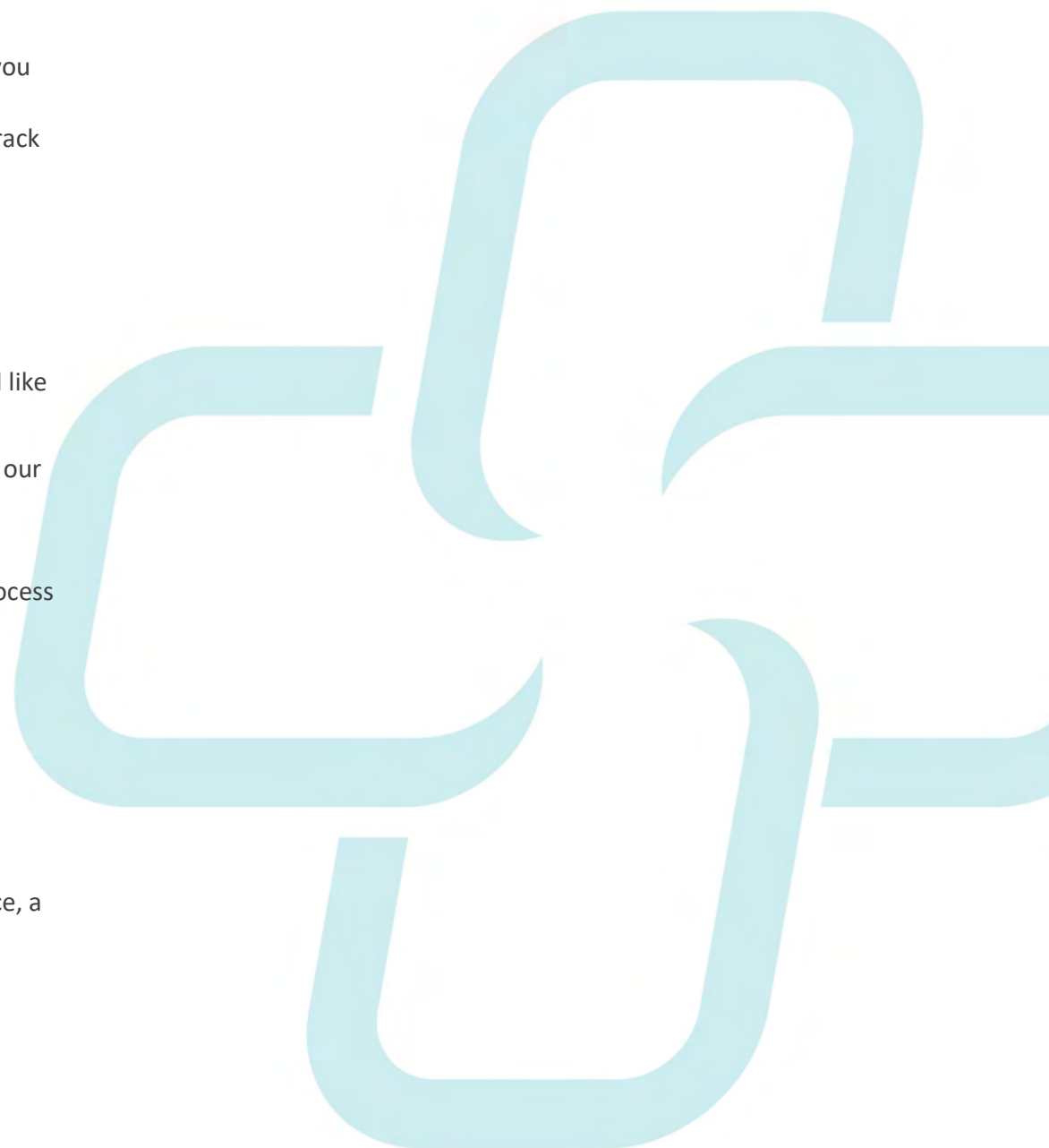
Alternatively, you can email us on reception@tamc.co.nz or leave a note in our Comments/Suggestions box situated outside the ladies' toilets in the main entry/reception area.

If your concern is of a more serious nature, we have a formal Complaint Process for dealing with such matters and we acknowledge the rights if the patient outlined within the:

Health and Disability Commissioners Code of Rights:
<https://www.hdc.org.nz/your-rights/about-the-code/code-of-health-and-disability-services-consumers-rights/>

To make a formal complaint please email reception@tamc.co.nz

Your complaint will be received by our Practice Manager or, in their absence, a member of the Management Team. The Practice Manager or Management Team member will fully inform you of the process and facilitate for the complaint to be processed. Do not hesitate to contact us. We welcome complaints and feedback as a catalyst for change!





Te Awamutu
Medical Centre

Telephone (07) 872 0300 | Email reception@tamc.co.nz

220 Bank Street, Te Awamutu 3800

4/415 Pioneer Road. Te Awamutu

P O Box 378, Te Awamutu 3840

Hours: Monday – Friday 8am to 6pm

www.tamc.co.nz