



This is SMOKE-FREE BUILDING

THANK YOU FOR NOT SMOKING

Everyone please report to reception on arrival or alternatively you can check in for your appointment via our patient Kiosk.

A reminder that all patients are requested to go to reception after their consultation has finished.

APPOINTMENT TIMES

To be considerate of other patients, if you need longer than a 15 minute appointment, please book a double appointment. If more than 1 person needs to be seen please book these appointments separately.

Our doctors endeavour to run to time however there will be occasions when they do run behind. We apologise for any inconvenience this may cause you. If you have been waiting for more than 15 minutes after your appointment time please let reception know so they can check with the doctor how much longer they will be.

CHAPERONE

If you would like a chaperone during your consultation please advise your Doctor who will be happy to arrange this for you.

WARNING - DRUG SEEKERS

The name of an individual attending this surgery who is suspected of seeking drugs will be notified to appropriate individuals or organisations which include (but not limited to) the Police, other Medical practitioners, other health and disability providers eg Pharmacies.

TETANUS

Doctor advises you to have your Tetanus injection if your last one was more than 10 years ago or you are not sure. It is recommended at 45yrs and 65yrs of age.

ZERO TOLERANCE FOR VIOLENCE

We expect all Patients, Visitors and Staff to be treated with respect.

We will not tolerate:

Verbal abuse
Physical Assault or
Threatening behaviour

Security/police will be called you may be escorted from the premises and appropriate legal action may be taken.

HOW TO ACCESS YOUR TEST RESULTS

We advise that it is this practice policy for nurses to only ring and advise significant abnormal results and results that require a change in health management. Patients are asked to contact a practice nurse for their test results. Alternatively patients over 18 yrs with a unique email can register for Level 2 patient portal access, which will enable you to view your filed test results on line from the patient portal via our website www.drurysurgery.co.nz. Please ask reception for a Patient Portal Registration Form. The nurses may be able to give you your results over the phone or they may ask you to come into the practice in person to discuss the results with your doctor.

REPEAT PRESCRIPTION

For medico-legal and ethical reasons, as well as patient wellbeing, some medical conditions with require a consultation with the doctor at regular intervals. Please use our patient portal via our website www.drurysurgery.co.nz for repeat prescription requests.

CHANGE OF DETAILS

- Please let us know

This surgery is required to comply with the Health Information Privacy Code 1994. One of the requirements is that before the use of health information we are to take reasonable steps to ensure it is up to date and accurate. When your details change in any way, address, email, phone numbers or change of name, please notify reception as soon as possible. This will help us communicate with you more effectively.

MOBILE PHONES



If you receive a call on you mobile while waiting in the surgery, Please leave the surgery and go outside to talk. This will avoid disturbing others. Please ensure your phone is off when you are seeing the doctor.



NO FOOD OR DRINK PERMITTED IN THE WAITING ROOM

HOW WE CAN HELP YOU

- **Making appointments.** For online bookings with your regular doctor go to our patient portal accessed via our website www.drurysurgery.co.nz. Alternatively phone 092943005 during business hours.
- **Car parking.** Patients are able to park at the front or rear of our building. A reminder to please only park in the disabled car park if you are or have a disabled person with you and your car has a mobility sticker.
- **Toilet.** Two toilets are available in our practice for patients' use.
- **For online bookings and repeat prescription requests.** Go to our patient portal via our website www.drurysurgery.co.nz
- **Confidentiality.** We have a combination of electronic and other-based records and all health care information is kept confidential to each individual patient. When required and with your knowledge, we will send information about you to specialists or other health professionals where appropriate. Where required and authorized by you, we will provide relevant medical information to insurance companies for insurance medical checkups.
- **We welcome your Feedback.** A Suggestion Box is available in the waiting area.
- **Complaints procedure.** We are always looking to improve our service to patients. If, at any time, you have a concern regarding any aspect of the service you have received at Drury Surgery Ltd, please bring this up as soon as possible with the staff member concerned. You are also welcome to write to your GP at the practice or the Practice Manager. We will respond to and resolve any concerns or complaints promptly. You have the right to take your complaint directly to an independent advocate at any stage. You can contact the Health and Disability Advocacy Service on free phone 0800 555 050 free fax 0800 2787 7678 or by emailing advocacy@hdc.org.nz or contact the Health and Disability Commissioner's Office on 0800 112233

HOW YOU CAN HELP US

Drury Surgery Ltd is a busy medical centre and there are a number of things you can do to help us provide a good service. These include:

- **Always let the receptionist know when you have arrived for your appointment.** This ensures that the doctor or nurse knows you are here for your appointment.
- **Please arrive on time.** If you arrive late the receptionist will check with the doctor if they are still able to see you, please do not be offended if we say we are unable to see you now and that a new time needs to be made
- If you are concerned that your GP may be running late you are welcome to call receptionist on **294 8630** in advance to check.
- **If you have a large number of health issues** or you have some major concerns to talk about with the GP then it helps to make a note of things you want to covered.
- **Be realistic about what can be covered in a 15-minute consultation**
- **If you think that you will need longer than 15 minutes** please let our receptionists know when you phone so a double appointment can be booked. **Some procedures will always require more than one 15-minute appointment.** Please check with the receptionist or nurse. **An extra charge will apply for the extra time.**
- **Only book one patient per appointment.** Please don't expect Doctors to be able to see 2 or 3 patients, or siblings, in the one 15-minute appointment.
- **Where possible please plan ahead: Please do any blood tests that have been requested before your appointment** so that the results can be reviewed in you appointment.
- **Book an appointment well in advance.** It is best to not leave it until the day your appointment.
- **If you are unable to attend your appointment** (We hope that this is not due to your medical condition). It would assist the practice if you would notify us if you are unable to keep your appointment with as much time as possible, at least 60 minutes notice, so that it can be offered to someone else. Failure to do this may lead to a charge being made for a missed appointment.
- **Please tell a receptionist** whenever you change your address or phone number or email so we always have up to date contact details.
- **Please pay for your consultation on your way out** - As per our Terms of Trade Full payment is required at time of service or alternatively payment may be paid via internet banking within 7 days of date service to our bank account.

Drury Surgery Ltd Patient Credit Terms and Conditions of Trade

The following Terms of Trade apply to services provided by Drury Surgery Ltd Centre to its patients. Registering as a patient with our practice shall be deemed to be acceptance to the Terms and Conditions of Trade as stated:

1. No staff member of Drury Surgery Ltd Medical Centre may agree to any terms other than as written in this contract.
 2. Prices include GST unless otherwise stated.
 3. Prices quoted for services may be adjusted from time to time, and the customer hereby agrees to pay any such adjusted price, e.g. in instances where cost of goods increases, government surcharges increases, errors or omissions by Drury Surgery Ltd or its representatives.
 4. **Unless otherwise agreed, all services shall be paid for on the date of service.**
 5. Payment shall be accepted in the form of cash, cheque, eftpos, and credit card (excluding American Express) or via direct credit or direct debit.
 6. Where it is agreed that payment need not be paid on the day of service, it shall be paid within 7 days following date of invoice.
 7. **An administration fee will be added to any outstanding balances within 7 days following the date of the invoice.**
 8. **Drury Surgery Ltd may withhold further provision of service where there is any outstanding amount due.**
 9. Where patients are in breach of agreed payment terms, we may disclose this information to debt collection agencies and legal proceedings may follow. This may result in your name and address being entered into the Computer Bureau default listing which will have an impact on your credit rating.
 10. Interest may be charged on overdue accounts at a rate to be decided by Drury Surgery Ltd from time to time.
 11. Costs incurred to recover outstanding monies will be charged to the customer.
 12. Termination of the contract may apply where there is non-payment without prejudice to any claims Drury Surgery Ltd may possess.
 13. No goods supplied by Drury Surgery Ltd may be returned for credit.
 14. Supply of goods for personal use will be covered by the Consumer Guarantees Act 1993.
 15. Variations to the Terms of Trade may occur from time to time, and Drury Surgery Ltd will notify the patient by way of invoice - receipt of which shall be deemed to be acceptance by the patient.
 16. **Your Drury Surgery Ltd account records will be forwarded with your medical history should you transfer to another Health provider**
 17. Drury Surgery Ltd may disclose my personal information in order to provide credit references to other agencies that request them, and for debt collection, repossession, credit reporting and other similar purposes.
 18. Drury Surgery Ltd agrees not to use or disclose any information more than is reasonably necessary in the circumstances for its genuine business purposes.
- Drury Surgery Ltd practice owners;
Dr Peter Coleman Dr Judy Goulden and Dr David Shand*