



# Kia ora and welcome to Buller Health - Te Rau Kawakawa

**Health New Zealand**  
Te Whatu Ora

## How your health centre works

- Buller Health is a fit for purpose, modern facility designed to deliver integrated family health care.
  - We see people for planned appointments, respond to people with urgent/unplanned needs, stabilise acute care patients that require critical or specialist care, see people for outpatient appointments and provide a wide range of community-based services.
  - If you already have an appointment, you will be directed to the waiting area near to the service where your appointment will be.
  - If you arrive with no appointment, you will be directed to see a nurse who will ask you some questions to help us decide how urgent it is for you to be seen.
  - Depending on our assessment you may be seen in the Acute Care Unit or in the Urgent Care Clinic.
- Both of these services see patients according to those who need the most urgent care. There are no appointment times, and you may be asked to wait to be seen. You may also be offered an appointment at another day or time or be referred back to your own General Practice if this is more appropriate.
- Urgent Care patients will be charged our usual fees for enrolled and un-enrolled patients and non-residents.
  - Through our TransAlpine partnership with Health New Zealand Canterbury, you will have access to face-to-face and telehealth appointments with specialists.
  - The people you build relationships with through your regular appointments will be there for you if your health needs become more serious.

## How assessments are made

### Acute care patient

Straight to a stabilisation bed

You have been assessed as requiring immediate care in the **ACUTE CARE UNIT**. You will be taken through to a bed and seen quickly by the acute care team (doctors and nurses). *Examples include life-threatening conditions and injuries, severe breathing difficulty, heart attack, stroke, sepsis.* The team will decide if you need to be transferred to another facility for on-going treatment and care.

### Acute care patient

Safe to wait

You have been assessed as requiring care in the **ACUTE CARE UNIT**. You will be seen by the acute care team, but it is safe to sit in the waiting room. You may be given medications, have an ECG or X-ray arranged or have bloods taken before you go through to see the acute care team. *Examples include moderate illness, infection, injuries, pain.*

### Urgent Care Clinic patient

Safe to wait

You have been assessed as requiring care in the **URGENT CARE CLINIC**. You will be seen by a doctor or nurse practitioner. \*This will incur a fee – refer to the payment expectations information below. *Examples include long-term conditions, coughs/colds, UTIs, medication requests, minor injuries – cuts and sprains.* If you condition allows, you will be referred to your general practice team for treatment.

## Why am I waiting?

- After you've been seen by a nurse you will be asked to wait until the Acute or Urgent Care team is ready to see you.
- If you have to wait, it's because the team are currently caring for someone whose condition is more serious.
- If you start to feel worse, please let the nurse know.
- Thanks for your patience.

## Health centre services

Buller Health's Te Rau Kawakawa has a total of 12 beds including seven overnight beds plus a birthing room. It is designed to support an integrated model of care and houses a range of services including:

- general practice
- acute care services
- primary birthing
- postnatal care
- palliative care
- allied health services
- urgent care
- child dental services.

Community services like District Nursing and Home and Community Support Services, mental health service as well as drug and alcohol services are also located within the facility. Clinical services are supported by radiology and laboratory (phlebotomy) support services on the same site. Locating these services together helps us provide a collaborative approach to healthcare services, with a focus on improving the tūroro (patient) experience.

## Payment expectations

- Consultations are free for enrolled patients under 14 years old.
- Sexual Health and contraception appointments are free for all patients under 25.
- Booked and Urgent/Unplanned Care appointments are charged our usual fees for enrolled and un-enrolled patients and non-residents.
- The full Health NZ West Coast GP fee schedule is available on our website.
- Payments can be made at the Main Reception.
- If you don't arrive for your appointment without prior cancellation you will be charged the full consultation fee.

## Contact us

Buller Health – Te Rau Kawakawa  
46b Cobden Street, Westport.

**Phone:** (03) 788 9277 all enquiries

Keep up to date at [www.wcdhb.health.nz](http://www.wcdhb.health.nz)  
or follow us on Facebook.



**In an emergency  
always call 111.**

## Hours

- Acute Care services are available 24/7.
- Planned care is available 8:45am – 5pm, Monday to Friday. Unplanned/urgent care is also available during these hours.
- For primary care services on week nights (5pm - 8am), weekends and public holidays (24/7) connect with Ka Ora by either calling 0800 252 672 or accessing their website [kaora.co.nz](http://kaora.co.nz)
- There is still an in-person service available for those who need it. The Ka Ora team will refer you to the in-person service available in your area if you need it.

## Entry and Parking

The campus entrance is off Cobden Street, Westport with access to all services via Buller Health's main entrance. Patient parks including mobility parks are available close to the main entrance.

## Working together to make it work for our community

We need your help to ensure that we can be there for you, your family/whānau and friends when you need us the most. You can help by:



Booking GP appointments over the phone on (03) 788 9277 – it's the best way for us to plan for your care.



Getting repeat prescriptions by phone – this saves you time. Follow the prompts through to Script Line.



Enrolling with MyIndici, the internet service provided in partnership with your GP which lets you book appointments and order repeat prescriptions if appropriate at your convenience. Please talk to the reception staff at your general practice.



Making sure you are enrolled as a patient if you want to access our general practice team – this means you get reduced fees.

## Remember

- Making an appointment is the best way to get treatment as it means you spend less time waiting to be seen.
- If you have an urgent healthcare need and cannot make an appointment you will be assessed by a nurse and may have to wait to be seen by a member of our Urgent Care team.
- If it's not urgent – call us for an appointment or book online.
- If you need health advice, you can call Healthline 24/7 on 0800 611 116.
- It's important to seek immediate help in an emergency – don't delay. If you are injured or experiencing severe symptoms, it's critical that you call 111.