



Kia ora and welcome to Reefton Health

How your health centre works

- Reefton Health is an integrated family health service (IFHS).
- We see people for planned appointments, respond to people with unplanned needs, stabilise acute care patients prior to transferring to another facility, 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, we will book you in to see our triage nurse who will ask you some questions to help us decide if you need to be seen immediately or if a planned appointment can be scheduled for another time.
- 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.

Health centre services

Reefton Health provides a range of services including:

- general practice
- urgent care services
- allied health services
- community support services
- district nursing
- laboratory (phlebotomy/blood services)
- maternity care
- mental health services
- outpatient appointments
- PRIME (Primary Response in Medical Emergencies) cover 24/7

Locating these services together helps us provide a collaborative approach to healthcare services, with a focus on improving the tūroro (patient) experience. A full list of services is available on our website – wcdhb.health.nz

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

Reefton Health
103 Shiel Street, Reefton 7830
Phone: (03) 732 8605



**In an emergency
always call 111.**

Hours

- Monday to Friday 9am – 12:30pm; 2pm – 5pm
- 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
- 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

All services can be accessed via Reefton Health's main entrance located off Shiel Street, Reefton. 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



Booking GP and appointments over the phone on (03) 732 8605 – it's the best way for us to plan for your care



Getting repeat prescriptions by phone – this saves you time



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 don't have an appointment you will be assessed by a nurse and may have to wait to be seen by a member of our general practice team.
- If it's not urgent – call us for an appointment or book online via MyIndici.
- You do need to book an appointment to see your GP or nurse practitioner every 6 months to ensure your medication is still right for you.
- Ka Ora, the rural telehealth after-hours service provides virtual GP consultations to eligible rural communities. You can access the service by calling 0800 252 672.
- 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 or a member of your whānau are injured or experiencing severe symptoms, it's critical that you call 111.