

# Healthcare on nights & weekends

**KA ORA**  
**TELE CARE**  
Healthcare from home

After hours health services on the West Coast are provided by Ka Ora.

Ka Ora Telecare provides people living in, or visiting, the West Coast with a quick and easy solution to connect with a Doctor or a Nurse for medical advice and treatment on weekends and at night.

## How it works?

The service is open 5pm to 8am (evening and overnight) on weekdays, and 24 hours on weekends and Public Holidays.

**You can connect with the Ka Ora Telecare team by calling 0800 2 KA ORA (0800 252 672)**

You will first be greeted by a kaiāwhina (community health worker) or a nurse. The team will assess your health needs, and you can either see a doctor or nurse directly or you may also choose to schedule an appointment for later.

## Book Online [kaora.co.nz](https://kaora.co.nz)

This is available from 5pm to 10pm weekdays and 8am to 10pm weekends and public holidays.

By booking an appointment, you will have a specific appointment time to connect directly with the medical team over phone or video.

If you need an urgent appointment after 10pm, please call 0800 2 KA ORA to connect with the overnight team. If the Ka Ora clinician thinks you need to see a doctor or nurse in person they will tell you how to contact one. There will always be an in-person option for those who need one.

## Ka Ora Pricing

Kaiāwhina assessment and advice	<b>FREE</b>
Nurse assessment and advice	<b>FREE</b>
GP consultation <b>Under 14s</b>	<b>FREE</b>
GP consultation <b>Over 65s</b>	<b>\$19.50</b>
GP consultation <b>Community services card</b>	<b>\$19.50</b>
GP consultation adults <b>14 - 65 years</b>	<b>\$50.00</b>



## If you have more questions about Ka Ora

go to [westcoasthealth.nz/kaora](https://westcoasthealth.nz/kaora) or point your phone's camera at the QR code and click on the link that appears.



## Other healthcare services available to you and your whānau on the West Coast.

### Healthline

Healthline provides a 24 hour a day, 7 day a week over the phone health service that you can call for free health advice, information and treatment from professional healthcare providers. Call Healthline anytime 0800 611 116

### Emergency

In a medical emergency, dial 111 for an ambulance. A medical emergency includes chest pain or tightness, difficulty breathing, choking, severe bleeding or bleeding that won't stop, sudden weakness, difficulty talking, fainting or unconsciousness.

### Your GP or Medical Centre

If you need to see a doctor, nurse, or other health professional on weekdays you should visit your local primary care practice or medical centre. Ring them first to make an appointment. It's best to enrol with a primary care practice if you are eligible for publicly funded primary health services.

It costs nothing to enrol. By enrolling you can access appointments at a lower price and you can be sure that a team of people are looking after your care. You can check how much an appointment will cost by going to [westcoasthealth.nz](https://westcoasthealth.nz) and clicking on Primary Care Practices and then clicking on the practice you want to visit.

## Primary Care Practices in South Westland

**Hari Hari Clinic**  
0800 794 325

**Franz Clinic**  
0800 794 325

**Haast Clinic**  
0800 794 325

**Whataroa Clinic**  
0800 794 325

**Foz Glacier Clinic**  
0800 794 325