

Fees

Our current fee schedule is available at reception and on our website, and outlines normal consultation charges; there may be additional costs for extra time, materials or equipment used, and there are higher charges for minor surgery, long appointments, full Medicals and in certain other circumstances (e.g. referral letters). There are charges for most consultations with our practice nurses. Normal consultation charges are reduced if you are enrolled with us in the PHO, or if you have a Community Services or High User Health Card. Fees are reviewed annually and any increases are normally applied in August of each year.

Payment

Payment is expected before you leave at the completion of your consultation. Charges are reduced when payment is made on the appointment day. We accept cash, cheques, EFTPOS, Visa and MasterCard. You can arrange to make internet payments – please ask at reception about this.

If you are having serious financial difficulties, please discuss these with your GP at the time of the appointment, or ask to speak to our practice manager: it might be possible to arrange an account facility and a part-payment schedule in some circumstances. We accept the WINZ card payment facility.

Payment of accounts is expected within seven days. Overdue accounts will be referred to a debt collection agency and the fees and costs of debt recovery will be passed to the account holder.

Cancellation

A full consultation fee may be charged if you fail to attend your appointment, or cancel your appointment without giving us at least two hours' notice.

Car park and access

The nearest car park is Care Park, just along The Terrace to the south. Entrance to number 50 is through 44 The Terrace. For prams and wheelchairs there is a side door via a flat walkway between Stafford House and 44 The Terrace. If you have special access problems, please tell us: we have a wheelchair, and can also arrange for drive-in access to the side door.

Patient feedback

We welcome your comments, suggestions and compliments, as we always aim to improve our service. Please discuss with our practice manager - or your doctor or nurse - any ideas or issues you may have.

You have the right to complain: ask for information about the code of patients' rights, and our privacy and complaints policies and procedures.

The Health Quality & Safety Commission and the Ministry of Health have introduced a national online primary care patient experience survey. Our practice is participating in the survey to understand what your experience with health care is like and how your overall care is managed.

The survey is conducted every three months. Eligible patients for each period will receive a unique survey link by email or text. Participation is voluntary.

For a link to more information please go to our website.

Our hours

8.00 am to 5.00 pm Monday – Friday

After Hours (Urgent problems)

After 5.00 pm and at weekends go to the Wellington Accident and Medical Centre (WAMC), 17 Adelaide Road, Newtown:

No appointment necessary.

WAMC is open 8.00 am to 11.00 pm 7 days per week.

After 11.00 pm go to the Emergency Department, Wellington Public Hospital, Riddiford Street, Newtown.

Emergencies

In a life threatening emergency, dial 111 and ask for Ambulance.

How to contact us

Phone: 472 5723 or 472 4266

Fax: 499 3063

Website: www.ftmc.co.nz

Healthline

0800 611 116

THE TERRACE MEDICAL CENTRE



WELCOME

Level 1
50 The Terrace
(via 44 The Terrace)
P O Box 10 184
Wellington

www.ftmc.co.nz



Royal New Zealand College of General Practitioners
Cornerstone Accredited

Welcome to The Terrace Medical Centre,

New patients are required to see a nurse before their first Doctor consultation.

This is so the nurse can go over your medical history, and do some basic checks like height, weight, blood pressure etc. This is so that once you see your GP, you and your doctor can focus on dealing with what you need to.

Once this is done, you can then book in to see your Doctor. We will aim to do this on the same day, however we encourage you to book in with the nurse at the time of enrolment if you do not yet need to see a GP.

There is a charge for the nurse appointment: \$44.50(this includes CSC holders)

However the GP visit will be at the funded rate.

Please refer to the fees schedule in this pack to determine what rate you will be charged.

If you are acutely unwell prior to your first nurse appointment the GP will see you at the unfunded rate.

Standard GP appointments are 15 minutes.

If you have numerous things to discuss or feel you require more time, you will need to book a double appointment.

Please be aware that there is a higher cost for double appointments for all patients.

Please be aware if you are unsure if you need to see a GP, require medical advice or you feel you need to see a GP sooner than we have one available, please request to speak to a nurse.

Please note our opening hours and Monday to Friday 8am until 5PM. Outside these hours you will need to attend afterhours in either the **Hutt Valley** (729 High Street, Boulcott, Lower Hutt), **Kenepuru**(Kenepuru community Hospital Raiha Street Porirua, or **The Wellington After Hours** (17 Adelaide road, Wellington) Alternatively there is now **Practice Plus**- a virtual afterhours service <https://practiceplus.nz/>.

Ngā mihi nui,

The Terrace Medical Centre Team

The Terrace Medical Centre

Fees 1 August 2023

All appointments are based on a standard 15 minute appointment

A. Non Enrolled/Casual/Visitor:

\$125.00 Payment must be made at the time of your appointment.

Fees are reduced for: NZ resident children, community services card holders, high use card holders.

Age	Doctor Account*	Dr ACC Account*	CSC Holder*
0 - 13	\$0.00	\$52.50	FREE
14 - 17	\$67.00	\$82.00	\$24.50
18 - 24	\$71.00	\$82.00	\$24.50
25 - 44	\$81.50	\$82.00	\$24.50
45 - 64	\$83.00	\$82.00	\$24.50
65+	\$75.00	\$82.00	\$24.50

****We give a \$5 Credit for GP consultations that are paid on the same day****

Additional charges are made for extra time, services and materials, for example:

- Referral letters and reports
- Minor surgery, Driver license medicals- these require extra time and incur extra costs
- Materials such as liquid nitrogen, proctoscopes, nebulizer materials etc.

Repeat Prescriptions

NB: ALL patients including those under 14 years incur charges for prescriptions

You can request repeat prescriptions between appointments; these are prepared where appropriate and are available after 2.00 pm the following working day:

\$33.50 to have emailed to a pharmacy

\$41.50 if required urgently, on same day, emailed to a pharmacy

Nurse Consultations

\$44.50 15 minute appointment

\$27.00 Nurse ACC (base fee 14+ years – other fees apply in some circumstances)

Additional charges are made for some services and materials, for example:

- wound dressings, vaccinations, cardiographs, lung function testing (spirometry)

If you have serious financial difficulties, please discuss with your GP at the time of your appointment: it may be possible to arrange an account facility in some circumstances.

**THE TERRACE MEDICAL CENTRE
PATIENT INFORMATION SHEET:
REPEAT PRESCRIPTIONS**

- We strongly advise that you make sure you don't run out of your prescription medications: keep at least enough to last for three weeks in case of emergencies.
- Please make requests for repeat prescriptions **before** you're due to run out of medication.
- You may request a repeat prescription without an appointment, **but your GP (including Locum GPs) may determine that it is inappropriate to prescribe without seeing you.**
 - You can request a repeat prescription by phone or in person at the front desk. If you are registered for ManageMyHealth (MMH) you can request a repeat prescription on-line; enquire about MMH at reception or see our website: www.tmc.co.nz
 - Please be ready with the name and spelling of the medication/s you are requesting, and make sure we have your correct address and contact details.
 - Please tell us whether you want to pick up your prescription, or have us fax it to a pharmacy.
 - **Charges** apply for all repeat prescriptions. Our list of charges is at the front desk and on our website. There is an extra fee for faxing.
 - For urgent requests (prescriptions needed on the same), **there is an additional charge.** Otherwise, prescriptions should be ready after 2.00 pm the following day.
 - If a doctor decides that providing a repeat prescription is not appropriate without seeing you face to face, we will ring you and arrange a convenient appointment for you with your doctor.
 - Prescriptions are ready to collect (or sent to a pharmacy) after 2.00 pm each day. We will ring you **only** if there is a problem with providing a prescription.

- You will receive the same services and more to ensure that you and your family stay well and healthy.
- You will help us to better understand your health concerns and improve the health of your family.
- We can work with other health services in your area to make sure that you and your family receive all the benefits and have access to good quality health care.

Enrolling with us is easy

➡ If you are a regular patient

- If you are already enrolled with our service, we would like to make sure that you are happy to be enrolled with us and that the information we have about you is correct, for example, your ethnicity; spelling of your name; age; date of birth; address.
- If you have questions about your enrolment, please ask at reception.
- If you have not checked your details yet, please ask at reception.

➡ If you are a new patient

- If you do not always use our service but would like to enrol, please ask at reception.
- Once you are enrolled with us, it means you have chosen our service for most of your ongoing health care needs.
- You do not have to be enrolled with us to use our health service.

If you would like more information about enrolling with a Primary Health Organisation and what happens to the information you provide, ask for the pamphlet "Enrolling with a Primary Health Organisation - Answering your Questions".

Have you enrolled with us?

Our health service is part of a Primary Health Organisation and we would like you to enrol with us

What are Primary Health Organisations or PHOs?

- We are a group of doctors, nurses and people trained and skilled in health working together in your area to provide a better health service for you and your family.
- Primary Health Organisations receive a fixed amount of money from the Government to help us provide different types of services. We can now do more things to keep people healthy, and not just look after them when they are sick.
- We will give you and your family the opportunity to tell us what services you would like us to provide for you, for example, information on, and treatment of diabetes, asthma, meningitis, mental health. You may also want information on treatment and prevention for particular health issues for children, women or men.

The Terrace Medical Centre
Ministry of Health National Enrolment Service (NES) – fact sheet

What is the NES?

The National Enrolment Service (NES) is a secure database which provides a single source of truth for all national primary health organisation enrolment data. It allows health services to maintain and update patient identity and enrolment information.

Who can view and update enrolments in NES?

Only those organisations authorised by the Ministry of Health can use the NES web services to access NHI and enrolment information. Health providers and their authorised staff can view and update NES enrolment and NHI information.

Why does an enrolment in NES require an NHI number?

The NHI number and NHI information is used to confirm your identity:

- An NHI number enables important health information about you to be shared between healthcare service providers if required. It is important that the NHI contains your most recent information so that when other providers you may visit (e.g. another doctor, the hospital, or an after-hours medical centre) access the NHI to confirm your identity, they are able to find the correct person.
- Your age, gender, ethnicity and deprivation quintile (based on your address) recorded in the NHI are used for the calculation of healthcare funding when NES is used as the source of enrolment information. A residential address needs to be recorded on the NHI for you so that you can be allocated to a district health board (DHB): e.g. for health funding allocation purposes. If you request that your residential address is kept confidential, we can record "Request address kept off NHI"

Primary Care Patient Experience Survey (PES)

Our practice participates in a national survey about people's health care experience and how their overall care is managed across the health system. Taking part is voluntary. All new patients enrolling at a practice can indicate whether they would like to be included in the survey or not and confirm their contact details for the survey if they do. These preferences are entered into NES. Existing patients are asked about their preferences relating to the survey when they attend for an appointment during the survey week (quarterly). Practice staff will enter their preferences into NES when they visit.

Your responses to the following questions can be recorded in NES:

- I do not wish to participate in the Patient Experience Survey
- What is your preferred cell phone number to text the survey invitation to?
- What is your preferred email address to send the survey invitation to?

Please speak with a staff member if you have any concerns about your information or the privacy of your information.

Use and confidentiality of your health information (fact sheet)

Your privacy and confidentiality will be fully respected. This fact sheet sets out why we collect your information and how that information will be used.

Purpose

We collect your health information to provide a record of care. This helps you receive quality treatment and care when you need it.

We also collect your health information to help:

- keep you and others safe
- plan and fund health services
- carry out authorised research
- train healthcare professionals
- prepare and publish statistics
- improve government services.

Confidentiality and information sharing

Your privacy and the confidentiality of your information is really important to us.

- Your health practitioner will record relevant information from your consultation in your notes.
- Your health information will be shared with others involved in your healthcare and with other agencies with your consent, or if authorised by law.
- You don't have to share your health information; however, withholding it may affect the quality of care you receive. Talk to your health practitioner if you have any concerns.
- You have the right to know where your information is kept, who has access rights, and, if the system has audit log capability, who has viewed or updated your information.
- Your information will be kept securely to prevent unauthorised access.

Information quality

We're required to keep your information accurate, up-to-date and relevant for your treatment and care.

Right to access and correct

You have the right to access and correct your health information.

- You have the right to see and request a copy of your health information. You don't have to explain why you're requesting that information, but may be required to provide proof of your identity. If you request a second copy of that information within 12 months, you may have to pay an administration fee.
- You can ask for health information about you to be corrected. Practice staff should provide you with reasonable assistance. If your healthcare provider chooses not to change that information, you can have this noted on your file.

Many practices now offer a patient portal, which allows you to view some of your practice health records online. Ask your practice if they're offering a portal so you can register.

Use of your health information

Below are some examples of how your health information is used.

- If your practice is contracted to a Primary Health Organisation (PHO), the PHO may use your information for clinical and administrative purposes including obtaining subsidised funding for you.
- Your District Health Board (DHB) uses your information to provide treatment and care, and to improve the quality of its services.
- A clinical audit may be conducted by a qualified health practitioner to review the quality of services provided to you. They may also view health records if the audit involves checking on health matters.
- When you choose to register in a health programme (e.g. immunisation or breast screening), relevant information may be shared with other health agencies.
- The Ministry of Health uses your demographic information to assign a unique number to you on the National Health Index (NHI). This NHI number will help identify you when you use health services.
- The Ministry of Health holds health information to measure how well health services are delivered and to plan and fund future health services. Auditors may occasionally conduct financial audits of your health practitioner. The auditors may review your records and may contact you to check that you received those services.
- Notification of births and deaths to the Births, Deaths and Marriages register may be performed electronically to streamline a person's interactions with government.

Research

Your health information may be used in research approved by an ethics committee or when it has had identifying details removed.

- Research which may directly or indirectly identify you can only be published if the researcher has previously obtained your consent and the study has received ethics approval.
- Under the law, you are not required to give consent to the use of your health information if it's for unpublished research or statistical purposes, or if it's published in a way that doesn't identify you.

Complaints

It's OK to complain if you're not happy with the way your health information is collected or used.

Talk to your healthcare provider in the first instance. If you are still unhappy with the response you can call the Office of the Privacy Commissioner toll-free on 0800 803 909, as they can investigate this further.

For further information

Visit www.legislation.govt.nz to access the Health Act 1956, Official Information Act 1982 and Privacy Act 1993. The Health Information Privacy Code 1994 is available at www.privacy.org.nz. You can also use the Privacy Commissioner's [Ask Us](#) tool for privacy queries.

A copy of the Health and Disability Committee's Standard Operating procedures can be found at <http://ethics.health.govt.nz/operating-procedures>

Further detail in regard to the matters discussed in this Fact Sheet can be found on the Ministry of Health website at <http://www.health.govt.nz/your-health/services-and-support/health-care-services/sharing-your-health-information>

Health Information Privacy Statement

I understand the following:

1. This practice works with Tū Ora Compass Health PHO, a not for profit organisation that supports the delivery of health care services across the Wellington, Porirua, Wairarapa and Kāpiti areas.
2. The information I provide when I enrol at this practice is shared with Tū Ora and the Ministry of Health to establish my eligibility for subsidised health care. When relevant to my subsidy eligibility, information may also be shared with other government agencies such as Immigration NZ and Ministry of Social Development.
3. My health information such as diagnoses, test results, prescribed medications, immunisations, investigations such as breast screening, and other clinical and administrative data may be shared with Tū Ora to enable them to:
 - Provide feedback to GPs, nurses and others in my practice
 - Plan, deliver, fund, monitor, and improve health services
 - Contact me in relation to services I have used, or may wish to use.
4. My health information may be shared with other health professionals who are involved in my care. It may also be shared with health agencies involved with publicly funded programmes, including Breast Screening, Bowel Screening, Immunisation and Diabetes.
5. An electronic “Shared Care Record” allows authorised health care providers, such as afterhours GPs and hospital clinicians’, access to a summary of my health information, including laboratory test results, medical conditions, allergies, and prescribed medications. I can choose to opt out, but that will mean clinicians involved in my care will not have access to important health information.
6. If I am under 18, or have a High User Health Card, or Community Services Card, and I visit a GP who is not my regular doctor, this practice will be informed of the date of that visit. The name of the practice I visited and the reason for the visit will not be disclosed unless I give my consent.
7. When this practice is audited, I may be contacted by the auditor to check that I have received services. If the audit involves viewing my health information, only an appropriately qualified health care practitioner will view my health records.
8. If approved by an Ethics Committee, health information that does not identify me may be used for health research.
9. I have the right to access my health information held by this practice and Tū Ora. I have a right to ask for it to be corrected if I think it’s wrong.
10. My health information will only be held by Tū Ora as long as necessary for it to perform its necessary functions.
11. I understand that individuals and organisations that may have access to my health information are subject to the Health Information Privacy Code, and are required to keep my information secure.

[Office of the Privacy Commissioner | Health Information Privacy Code 2020](#)

For more information on health information collected by Tū Ora see: www.tuora.org.nz