

Other things you need to know...

Your medical records

O whakaaturanga whakaoro

Your treatment records and test results are sent automatically to your family doctor. If you don't want this to happen, or you don't have a family doctor, please talk to the person who treats you. They can give you a copy of your records, arrange how to get any test results to you and tell how to find a family doctor if you need one.

Your consent to treatment

To whakae kua maimoatia koe

We will explain your treatment and ask for your agreement before we go ahead. If there is something you don't understand, please ask us about it. Please tell us if you need an interpreter or someone who uses sign language to help you.

Maori & Pacific Island support

Nga ratonga tautoko

You can call Pacific Island support services Monday to Friday from 8am to 4.30pm on 0800 999 442 Ext 5956. Ask us for a WCS Information Brochure to see the assistance available.

When are we open?

We are open 24 hours/day 7 days a week.

Our pharmacy opens Monday to Friday 9am – 5.30pm, 6pm – 10pm, and weekends and public holidays 10am-10pm.

Transport & Parking

Nga waka me nga tunga waka

Parking: There is free parking close to the clinic, and mobility parks near the entrance.

Buses: Local buses stop outside the main entrance to Kenepuru. For timetable information call *0800 801 7000*.

Taxis: You can ask us to call a taxi, or use the freephone at the security desk by the main entrance.

Suggestions & complaints

He whakaaro, he amuamu

Feedback about our services is always welcome. We need to know if we got it right or if we could improve. We have a special process to make sure your concerns are heard and treated fairly.

If you would like to give feedback or make a complaint about the service you can:

1. Talk to the people who treated you.
2. Fill in our 'Tell us what you think' form
3. Phone and ask to speak with our complaints facilitator

Any questions?

Phone us on *04-385 5999*
or *0800 999 442*

Welcome to Kenepuru Accident and Medical Clinic

Information for patients
He parongo mo nga turoro

Where are we?

Kenepuru Accident & Medical Clinic is located just inside the main entrance doors to Kenepuru Hospital.

You can get to the Accident & Medical clinic by following the Hospital signs from Kenepuru Drive and Raiha St.

What do we do?

We are an accident and medical clinic – not an emergency department. In an emergency dial 111 and ask for ambulance.

The services we provide are like those you can get from your own doctor. We also have services such as X-rays and blood tests available during the week. X-ray is also open from 10am to 4pm on weekends.

How can we help?

We can treat you:

- If you've had an accident, or
- If you need urgent medical treatment and can't see your own doctor.

When you visit

A nurse ensures you are safe and seen in order of arrival and urgency of your need. If you have to wait for treatment, please tell us if you are worried or get worse.

When is there a charge?

Some treatment is free and some is not. If we treat you for something you could have seen your own doctor about we will ask you to pay.

If there is a reason that you are worried about paying, please talk to us. We will still treat you even if you can't pay at the time.

Treatment is free:

- If you are admitted to hospital because of your condition or accident.
- If you need a specialist treatment – for example if you have a broken bone and are seen by our fracture clinic.
- If you are sent to us by a doctor or other health professional such as practice or school nurse (they must call us first or give you a referral letter).
- If your doctor gives you an exemption letter saying you don't have to pay.
- For some urgent sexual health services.
- For 18-24 year olds when other services are closed.

How much will it cost?

The amount you pay depends on your age and the subsidies that apply.

You pay more if you are over the age of 6 years and live outside the Capital & Coast District Health Board area.

Our treatment charges (after all health and ACC subsidies)

Effective 28 September 2009

<i>Your age</i>	Under 6 years	6 years and over
Charge for low-cost C&C DHB GPs & CSC/HUCH holders	\$11	\$31
Charge for standard C&C DHB GPs	\$17	\$43
Charge for patient from outside DHB area (NZ residents)	\$17	\$56

If you are not a New Zealand resident, there is a flat rate charge of \$75.