

## Terms & Conditions

### *Repeat prescription requests*

Please note: This service is only available to request **non-urgent** repeat prescriptions for your regular medications.

A minimum of 2 working days' notice is required when requesting repeat prescriptions.

Once your request has been processed an email will be sent to your ManageMyHealth account to advise you if your request has been accepted or rejected. If your request has been rejected, you will need to contact the practice on 04 939 9868 and make an appointment to see your doctor.

**Prescription Charges:** Normal Repeat Script = \$12.00

**Faxed Prescription Requests:** Please advise which pharmacy you wish your script to be faxed to.

**Preferred payment is via internet banking.**

Following are the bank details for Petone Medical Centre:

Account Name: Petone Medical Centre Account Number: 02-0544-0028124-00

Reference: Please state your First and Last name as the reference (so your payment can be allocated correctly)

**Collection of Prescriptions and Payment:** Payment is to be made on the day you collect your prescription.

### *Lab test results*

We would like to use ManageMyHealth as the main way of notifying you of your test results. This is a non-urgent service and we will try to have your results available within 2 working days of the results being received into our system.

If we wish to talk to you about your results, we will try to contact you by phone in the first instance. If we cannot reach you by phone we will send a text message, email or a letter.

If you have an urgent query, please ring the practice on 04 939 9868.

### *Medical advice/emailing your Doctor*

This is a non-urgent service and your Doctor will try to answer your query within **48** hours. The advice provided by your Doctor is limited by the information you provide and the information we already have in our records.

If your request is too complex you will be asked to make an appointment for a consultation or pay a fee for the service. This usually depends on the time spent to answer the query and will be a minimum of \$19.

By using this service you agree to pay the associated fee (if applicable) within 7 days.

### *Appointments with Doctor or Nurse*

**Please do not book urgent appointments online.** If you need an appointment within **48** hours, please ring the practice on 04 939 9868. Once your online appointment has been accepted, we will send a confirmation email to your ManageMyHealth account.

#### **Standard Appointments and Fees**

Standard appointments are **15** minutes and will incur the standard consultation fee which must be paid on the day of appointment.

**Cancellations** Please try to cancel your appointment within **24** hours of the confirmed appointment. You may be charged a fee if appointments are not cancelled within **2** hours or if you fail to attend your appointment.

**Please note:** Services provided, and service fees charged are subject to change without notice.