

# Welcome to Three Rivers Health

7-11 Allens Road

Allenton

Ashburton 7700

PH: 03 3089139

EMAIL: [admin@threerivershealth.co.nz](mailto:admin@threerivershealth.co.nz)



## **Opening hours**

Monday 8.30am - 8pm

Tuesday 8.30am - 6pm

Wednesday 8.30am - 6pm

Thursday 8.30am - 6pm

Friday 8.30am - 6pm

## **After hour and weekends**

Please phone our usual number 03 308 9139. We provide an after-hours service where you can make an appointment to see a clinician.

## **Healthline**

0800 611 116

**Our mission is:** To care, to enable, to contribute to the community

## Our Services

We provide a comprehensive range of services for all our patients. We aim to give you the best possible treatment for illness and accidents and provide advice to keep you in good health now and into the future.

We have an experienced team of doctors, nurses and a nurse practitioner to ensure you have the appropriate medical advice and care. We provide a free enrolment service and a free half hour nurse consultation for all new patient enrolments. During this process we review your records to ensure all screenings, immunisations, or other investigations are current and make care plans for those patients who would benefit from additional assistance.

We offer a full range of primary care services including:

- Telephone & Face to face consultations
- Urgent care for illness or injury
- Repeat prescriptions for regularly prescribed medications
- Immunisations. We will work closely with you and your children to provide all required vaccinations
- Long-term monitoring and management of established conditions
- Health and well-being checks
- Skin checks for moles or other conditions
- Excision of skin lesions
- Medical examination for licences
- Sexual health advice and screening
- Gynaecological consultations
- Travel clinics and immunisations
- Referrals for specialist advice

## Three Rivers Health Enrolment Form

When you chose to enrol with us, you will be eligible to receive fees subsidised by the Ministry of Health. You can only be enrolled at one medical practice and you must meet the government eligibility criteria for enrolment.

To register with us, please complete the below enrolment form. This form authorises us to transfer your medical records from your previous practice. To communicate effectively with patients, we ask that all patients over 16 years of age sign up to our online patient portal, Manage My Health. The MMH registration can be arranged with the assistance of our reception team by sending you an invitation to join via email.

Please complete the enrolment form and give to our reception staff at Three Rivers Health, together with a copy of your passport and visa if applicable. A separate enrolment form is required by each family member.

To help us provide you with the best possible care we need to ensure we have your complete medical history.

Once your medical notes are received, one of our Nursing staff will contact you to set up a 30-minute Nurse appointment which is free of charge if one is required.

**Thank you for registering with us.**

## Patient Enrolment Check List

Thank you for wanting to enrol at our practice for your ongoing first-level primary health care.

Your enrolment form can only be accepted by handing the completed forms along with the original documentation (which we will copy and return to you) to one of our reception team between the hours of 8:30 – 5:00 Monday to Friday.

<b>Enrolment Procedure Checklist</b>		✓
<b>1</b>	Use a pen to complete both sides of all forms	
<b>2</b>	<b>Complete an enrolment form for each person who is enrolling</b>	
<b>3</b>	<b>Sign both sides of the enrolment form</b>	
<b>4</b>	<b>Remember to date the back page</b>	
<b>5</b>	<p><b>If you are a New Zealand citizen</b>, please bring with you the original following documents with your Enrolment Forms:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Birth Certificate or New Zealand Passport</b></li> <li><input type="checkbox"/> <b>New Zealand Drivers Licence</b></li> </ul> <p><b>If you are a NOT a New Zealand citizen</b>, please bring with you the original following documentation with your Enrolment Form:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Passport</b></li> <li><input type="checkbox"/> <b>Drivers Licence (if you have one)</b></li> <li><input type="checkbox"/> <b>Proof of residency</b></li> <li><input type="checkbox"/> <b>Work Visa or Permit (apart from Australian Citizens) – must be a three year consecutive work visa to be eligible to enrol at the practice</b></li> </ul>	
<b>6</b>	Upon completion of all the above, return the forms and identification documents to reception at Three Rivers Health.	

If have any questions, please talk to one of our reception team or phone us on 03 3089139 or speak with the reception team.

## Terms of Trade

Upon signing you acknowledge that:

- a) All services may attract a fee; and
- b) You remain liable for all fees, costs and disbursements (e.g. Laboratory testing) charged by us for the services provided notwithstanding that these may be recoverable by us from a third party (e.g. insurance providers)

I have read and understand the above information. I agree to the above terms and conditions.

Patient Name: \_\_\_\_\_

Signed: Date: \_\_\_\_\_

Name of signatory (if different to patient name):

Relationship

Basis of authority (e.g.: parent of a child under 16 years of age:



## **Zero Tolerance Policy to Unacceptable Behaviour!**

Here at Three Rivers Health, we value our staff and feel it is important that patients behave in an acceptable manner towards them.

Three Rivers Health always operate a Zero Tolerance policy regarding any violence, abuse, or demanding behaviour.

Our Practice considers aggressive behaviour to be any personal, abusive, and aggressive comments, cursing and or swearing, physical contact and aggressive gestures.

No abuse to staff is acceptable whether verbal or physical. All abuse will be reported to the Business Manager.

All physical abuse of any of our staff by patients is reported to the police. The patient will then be removed immediately from our enrolment list and will need to register with a new GP Practice.

Any physical abuse by a patient of another practice will be reported to the police by the Business Manager and to the patient's own practice. A request for action will be made in all cases. Any incident of verbal abuse whether in person or on the telephone, will be reported immediately to the Business Manager.

Patients are advised that any personal, abuse, aggressive comments, cursing and or swearing, physical contact and aggressive gestures may lead to your removal from our enrolment list.

The Practice will also not tolerate abuse through social media and if this is brought to our attention you may be removed from the Practice Enrolment List.