

Shorecare

Urgent Care Clinic

SPRING/SUMMER 2017

Public Holidays

You can come to see us throughout the entire holiday period!



With two convenient locations, the choice is yours!
For those in the Bays, Northcross is open 8am—8pm, 7 days a week at 948 East Coast Road, and for those closer to the bridge, Smales Farm is open 24 hours, 7 days a week at 74 Taharoto Road.

Over the Christmas and New Year holiday period, we tend to get a large influx of patients, thus extending your wait to see a Doctor. Your patience is greatly appreciated!

We see people who need urgent medical care first. This means that someone who comes in after you, may be seen before you.

Please alert reception if you are concerned for your own or someone else's condition.

Free health advice
when you need it



Healthline
0800 611 116
www.healthline.govt.nz

What's been happening at Shorecare?

Our Blue September week was a huge success. We ate a tad too many blue baked goods all while raising a nice little donation for Prostate Cancer New Zealand. Thank you to everyone who donated! We raised a total of \$535.14 over the week.



On the 29th October, a few crazy Shorecare staff members decided to take on the challenge of the ASB Auckland Marathon 12km traverse, all crossing the line under 2 hours. A lot of sweat was produced, legs were sore the next day and an absurd number of selfies were taken in our matching Shorecare tops. All in all, a fantastic morning and is there really a better way to see our beautiful city?



CARING FOR YOU 24/7

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So you're in the door—What next?

Shorecare Urgent Care clinics deal with many different illnesses and injuries.

We don't see everyone according to time of arrival, if you are very unwell we may need to whip you through the back to be seen by a nurse ahead of those who arrived before you.

Triage is a term used to describe the process of sorting patients into groups according to the urgency of their complaint.

At Shorecare we use the Australasian Triage scores. A nurse will triage you shortly after you arrive He/she will ask you some questions and may briefly examine you . You will then be allocated a triage code.

Triage 1: Life Threatening conditions

Triage 2: Emergency

- Patients who are very ill

Triage 3 Urgent

- Patients who are seriously ill but stable

Triage 4 Semi Urgent

- Patients not in immediate danger

Triage 5: Non urgent

- Minor injuries and illness

Following this, you will then be seen by a Doctor as soon as possible. This usually occurs in order of the time that you arrived here today, however if someone requires urgent medical care they may be seen before you, even if they arrived after you.



Wound care 101

Wounds are generally easy to care for!

Most superficial wounds can be managed at home and only require two simple steps:

1. Cleansing - Use plenty of clean (lukewarm) water to wash the wound and surrounding skin, then dry gently
2. Cover with a simple dressing - a plaster is usually sufficient for small wounds

Come and see us when:

- When your wound is deep or gaping open
- When you may need a tetanus injection.
- When your wound is very dirty or contaminate.
- Your injury is caused by a lawn-mower, electric saw, hammering or other machinery.
- When there might be something in your wound such as glass or oyster shells.
- Wounds on your forearm or hand. There's lots of important structures in your forearms and hands that can be damaged by a wound unless it's very superficial.
- When you think it may be infected - early signs can include increasing pain, redness, swelling and weeping or discharge.



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Who's who at Shorecare?

Meet Jo Scott!

Originally from the UK, Jo emigrated to NZ in 2004 with her family. Married with two teenagers, Jo loves meeting up with friends, cooking and enjoying the stunning NZ outdoor lifestyle.



Jo has a background in haematology and ED nursing since 2006 and had been a Charge Nurse and Clinical Nurse Specialist at North Shore Hospital prior to joining the Shorecare team.

Clinical Nurse Specialists are a brand new position at Shorecare and Jo was the very first to join us!

What's a Clinical Nurse Specialist?

A Clinical Nurse Specialist's role is to see and treat patients with injuries resulting from accidents. Working alongside nursing staff to identify needs, make diagnosis's and deliver treatments, or refer to other health professionals for the best needs of the patients.

This may mean that accident related injuries are seen before medical presentations when there is a Clinical Nurse Specialist on duty.

Find and follow us on Facebook for community health updates, wound and injury care tips and tricks, and staff profiles.



What's this rash?

Do you know what this type of rash is called ?

- A— Flea bites
- B— Measles
- C— Eczema
- D— Chicken Pox

Check with our staff to see if you are a health practitioner in the making!



X-ray and review service

Did you know that we now offer FREE x-ray and review service when referred to Shorecare by your GP or physiotherapist?

Once you have had an X-ray, come and see Shorecare to have same day X-ray review and injury management. We also offer specialist follow up should it be necessary.

Send us an email to info@shorecare.co.nz if you have any comments or feedback on this publication.

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