



Our Code of Behavior

In order to create a friendly environment for patient, staff and visitors Shorecare Medical Services has a staff Code of Behavior to treat patients fairly, courteously and with sensitivity.

Patients also have a responsibility to be courteous and respectful of other people receiving care, visitors and members of the health care team.

No acts of physical violence, intimidation or verbal abuse towards other patients, visitors or staff members will be tolerated, Security and /or Police may be called and you may be asked to leave the clinic.

NO PHOTOS



NO VIDEOS



WI-FI HOTSPOT AVAILABLE

Shorecare is part of the After Hours Health Care Network

Shorecare Smales Farm

Ground Floor Sovereign House

Smales Farm, Takapuna

open 7 days 24hrs

Shorecare Northcross

948 East Coast Road,

Northcross

open 7 days 8am-8pm

Ph (09) 486 7777 Fax (09) 489 7789



PATIENT INFORMATION FORM

Welcome to Shorecare Urgent Care Clinics

Below you will find some important information that relates to your visit

If you are experiencing any of the following please alert the Receptionist immediately.
Chest pain or palpitations,
shortness of breath, bleeding,
severe pain or sudden allergic reaction.



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

We do not see everyone according to time of arrival. Patients with more serious problems must come first, no matter when they arrive.

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 on arrival. 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

We understand you may be worried about your condition and we apologise if sometimes wait times are extended. Please be assured we will be doing everything we can for you to be seen by the Doctor as quickly as possible.

If your condition changes or you decide to leave please notify the Reception staff.

Can I eat and drink anything?

Sometimes you should not eat or drink anything prior to seeing the Doctor. Please ask the triage nurse.

Can I get some pain relief?

Tell the triage nurse if you are in pain while waiting or your condition is getting worse.

Parking.

There is free 90 minute parking behind Smales Farm clinic. Should your visit to Smales Farm exceed 90 minutes please discuss with the reception staff so they can arrange to have your parking time extended. Parking is free after 6pm and on Weekends.

Northcross parking is free at all times.

Consultation notes and test results

Shorecare sends clinical notes to GP's on a daily basis. If you would like your consultation notes to be sent to your usual GP, please ensure you have signed the encounter slip and indicated your GP details. Please request a hard copy of your clinical notes if you do not live in the North Shore area so these can be passed on to your GP to add to your records.

Maternity Visits

The nearest free Maternity facility is North Shore Hospital. You will be invoiced if you are ineligible for subsidised care under Section 88 of the NZ Public Health & Disability Act 2000.

Medical Certificate

If you require a Medical Certificate for work or school, please ask at the time of consultation. If a Certificate is required at a later time, a consultation fee may apply.

Payments

Payment of invoice is due at time of consultation. Please see schedule of fees displayed in the waiting area.

Local Regular GP

If you do not have a regular GP, please speak to one of our Receptionists to obtain a list of local GP's in the area where you live. For on going medical advice and treatment, regular GP monitoring is always best.

Accidents

If you have had an accident you are required to sign an ACC form provided by the Receptionist. ACC provides a partial subsidy for the consult/treatment, the balance is paid by the patient. If your accident is declined by ACC you will be liable for any costs incurred for your treatment.

Community Services/High User Cards

The CSC or HU card must be presented at the time of consultation or a full consultation charge will apply. If you pay the full consultation you can claim back the difference by using a Reimbursement Form (copies of this form are held at Reception).

Under 14 charges

All ACC visits are free of charge. There are charges for materials used if applicable. There are no charges for medical visits after hours from 5pm –8am, all weekends and public holidays.

Overdue Accounts

Any unpaid invoices will incur an Administration Fee of \$15. Invoices outstanding at the end of the following month will be forwarded to our external debt collector for follow up. All fees incurred in this process (administration fees and collection costs) will be passed to the patient.

Comments

If you would like to give us feedback on your experience at Shorecare please complete a comment card and leave in the box provided or visit www.shorecare.co.nz