



July 2021

Thank you to all our patients for their patience and tolerance of our procedures due to COVID 19 to keep patients and our staff safe. Our doctors, nurses, reception and administration staff are doing their utmost on the frontline to take care of your health needs.

DOCTORS

DR OLGA FOMCHENKO

We welcome Dr Olga Fomchenko has joined our team and is working 2 days a week on Wednesday and Thursdays from 9am-3pm.

Dr Fomchenko is originally from Ukraine and can speak fluent Ukrainian and Russian.

She specialises in Women's Health

DR BONNIE WHITE

Dr Bonnie White will be joining Ratanui on 2/8/21 as registrar for 6 months

DR JOHN CALDWELL

Retired from 10/12/20.

He will come back from time to time, when we are short staffed.

We wish him the very best to have a relaxed and enjoyable retirement.

DR SUYASHA LOBO

Dr Suyasha Lobo is joining our team of doctors from 2/8/21. She will be working for 4 days per week.

DR MAYAD (MAX) GEORGE

We regret Dr George is leaving Ratanui on 1/7/21. He will be practising at another medical centre

DR SAVILLE MARQUIS

Also with regret, Dr Saville Marquis will be leaving Ratanui on 9/7/21 as he is moving to Australia. He will be back from time to time and will work if we are short staffed.

NURSES

LUCIE CAKURDOVA – Practice Nurse

Lucie is joining our team as a practice nurse starting on 19/4/21. She is Czech Slovakian and has 2 years working in general practice in Australia.

AUDREY HEATH – Practice Nurse

Audrey is joining our team from 5/8/21 part time. She used to work in the Renal Transplant unit in Auckland Hospital.

ACUTE - QUICK CLINIC

Quick Clinic is available between **2pm and 6pm Monday – Friday and 9 am – 12pm Saturdays.**

We have 4 appointments for Respiratory Clinic from 11am -12pm to take the load off the afternoon.

If you suspect that you could have COVID 19, respiratory or flu symptoms or possibly infectious, please remain in your car and call 021 0896 4606. Do not come into clinic unless directed by doctors or nurses.

Please wear surgical mask, if directed by our staff.

We apologise there could be long wait times during Quick Clinic – thank you for your patience.

You will see the nurse for an initial assessment. Depending on the priority of your assessment you may be asked to book an appointment for another day to see your usual GP.

To reduce wait times, guidelines for Quick Clinic are as follows:

- **ACUTE, QUICK** appointments only.
- **ONE** issue only. If you have more than one issue, you may be advised to make an appointment on another day.
- **NO WINZ** or **ACC** medical certificates. **NO** routine medical check-ups. Appointments are required for these.
- Your accident/illness will be triaged by a nurse first.
- Urgency takes priority therefore; you may not necessarily be seen in the order you came in.
- If your request is **NOT URGENT** or **QUICK**, you may be advised by the nurse to make an appointment for another day.
- We will endeavor to keep you updated on wait times however, if you feel you have been waiting too long, please see

REPEAT PRESCRIPTIONS

You can order your repeat prescriptions with the nurse either by telephone or email:

scripts@ratanui.co.nz

Nurses answerphone – messages are checked twice daily at 11.30 am and 4 pm.

We will not phone back to confirm prescription orders on the answerphone.

In order to maintain the effectiveness of this process the following details are required:

**Your name, folder number and/or date of birth
The names and quantities of the medications you require.**

Please allow a minimum of 24hrs when ordering your repeat prescription.

Same day prescriptions incur a \$5.00 surcharge

If you have not seen your GP for six months or more and, depending on your type of medication, your GP may request for you to make an appointment

Nurses phone service - nurses are able to give you your blood test results after the Dr. has reviewed them (usually 48 hours) You may be required to book an appointment with the Dr if you require further discussion.

NURSE CLINICS

Due to a short staffing of nurses, we have postponed our Nurse Clinics until further notice.

Womens Health
Respiratory
Diabetes Checks

BLOOM HEARING

Bloom Hearing is now opened next door at 81 Lincoln for your Audiology requirements. Please use the Kiosk in reception to register

ENROLMENTS

If you have not visited the doctor within 3 years, you are required to update your enrolment (by signing an enrolment form) to remain enrolled and receive subsidised fees. Casual fees apply if the enrolment has not been updated.

When enrolling, you will be required to show proof for eligibility by presenting a copy of photo ID documentation i.e. passport, or birth certificate with driver's licence.

Patients must be residing in New Zealand for 6 months (183 days) per year to remain enrolled.

If you move overseas, please see reception and arrange to collect your notes or, ask your new medical centre to arrange the medical notes to be transferred to them directly.

Please advise our receptionist of any change of contact details or other information.

THANK YOU FOR YOUR COOPERATION

www.ratanuimedical.co.nz

NURSE CLINICS

Please make appointments with reception

Women's Health

If you are overdue for your smear, please book in to see a nurse or your GP. Women's Health Clinics are every Monday pm, Thursday am.

Smoking Cessation



Quit Smoking – **FREE** smoking cessation clinics every Monday morning.
If unsure please speak with a nurse.

Audiology Clinic

We offer ear irrigation and ear suctioning.
Please note - It is essential that softening drops suctioning require a booked appointment.

Diabetes Checks



FREE annual diabetes checks for patients with Type 1 and Type 2 diabetes. Please ensure you have your blood tests at least 2 days prior to your appointment.

Remember to bring in your care sense meter to review. Diabetes clinics are every Tuesday, Wednesday and Thursday.

Spirometry (lung function testing)

When booking for a Spirometry please ensure you **DO NOT** take your **INHALERS** but please, take all other usual medications

OTHER CLINICS

Dilworth Hearing

Free hearing tests for enrolled patients – 1st Friday of each month

Mental Health Clinic - WDHB

WDHB Mental Health Liaison Nurse, Fern Ponce runs clinics on Thursday mornings for patients for 1 hour consultations for patients to discuss mental health issues.