

11 May 2020

To our dear patients

Alert Level 2: What to expect?

We continue to be open for business but with certain modifications on how we deliver our services:

- We will continue to offer virtual consultations i.e. telephone and video consults (note: normal consult fees apply). These consults will still need to be booked with reception. Your invoice will be sent to you via email or post and you can pay via internet banking.
- We can now also provide face to face consultations but patients will be screened before they are allowed inside the surgery. If a patient is suspected to have COVID-19, we will need to refer them to the Community Based Assessment Centres or Designated Practices for COVID-19.
- The main entrance to the building will remain close. Only booked face to face consults will be let inside the building. No walk-ins allowed. We require all patients coming in and out the surgery to use the hand sanitizers provided at the entrance.
- A screen is being installed at reception for yours and our staff's protection. Please note that our staff may need to wear Personal Protective Equipment (PPE) during our interaction with patients.
- For contact tracing purposes, in case a patient has been identified to be positive for COVID-19, we require all patients entering the premises to sign in using GuestHQ as per Ministry of Health Guidelines. Please complete sign-in using your own mobile device prior to entering the premises. An iPad will be available, located at Reception if you do not have your own device. We appreciate your cooperation to support this Government initiative.

Please Note: The following provisions apply only during the period that the New Zealand Government has implemented a Level 1 or above response to the COVID-19 emergency. Personal information collected on customers checking into

As per Ministry of Health guidelines, every guest must register upon entry to this venue.



1. Please visit

www.guesthq.co.nz

2. Enter your details

3. Show our staff your check-in confirmation

4. All guests including children must be entered

Multiple guests can be added on one mobile phone

guestHQ

www.guesthq.co.nz will only be used for the purpose of contact-tracing for COVID-19 and will not be used for any other purpose. It will only be made available to third parties for the purpose of contact tracing, as required by law. In the event that Covid-19 New Zealand Government response measures are ended, all contact-tracing personal information will be deleted.

- In order to maintain physical distancing and to be able to monitor the number of people inside the surgery at one time, only 1 patient per doctor or nurse at a time will be allowed in. Only 1 parent can accompany a child booked to see the doctor.
- If you are waiting to be seen, please remain in your car and ring reception to let us know you have arrived. When it is your turn to see the doctor, one of the staff will let you in. If you are kept waiting, please be patient with us, as we have to disinfect the rooms in between patients. If there is a significant delay to your scheduled appointment we will be in contact with you.
- Adult flu vaccinations will still be given in the carpark. It is important that you remain in your car for a period of at least 20 minutes after your injection in case of any reactions.
- We can now start doing cervical smears, liquid nitrogen treatment, vitamin B12 injections, iron infusions, and Aclasta infusions. If you require one of these procedures, please specify when booking your appointment.
- Dedicated COVID-19 Healthline number: 0800 358 5453.
- As we [UNITE AGAINST COVID-19](#):

Play it safe

You will have more freedom of movement at Alert Level 2, but it's up to each one of us to keep the rest of New Zealand safe.

These are the most important things that you can do:

- COVID-19 is still out there. Play it safe.
- Keep your distance from other people in public.
- If you're sick, stay home. Don't go to work or school. Don't socialise.
- If you have symptoms of cold or flu call your doctor or Healthline and get tested.
- Wash your hands. Wash your hands. Wash your hands.
- Sneeze and cough into your elbow, regularly disinfect surfaces.
- If you have been told to self-isolate you must do so immediately.
- Keep a track of where you've been and who you've seen.

Thank you again for your cooperation. "Your safety and welfare is our utmost concern."

From the doctors and staff of Onewa Doctors