

Family Doctor (GP)

A General Practitioner (GP) is a doctor who looks after the health of all the family. This is the most important person for your health in New Zealand.

If you are worried about your health you should visit your GP first.



GPs are found in your community at a Medical Centre. Practice Nurses and other health professionals also work there.

GPs will help find specialist services at hospitals and other health services.

Register with a GP - this will make a visit cheaper, talk to the GP receptionist. Tell your GP if you need an interpreter.

A Community Services Card will help with some health costs.



Sudden but not serious illness

If you become ill see your **GP**. If closed go to a private accident & medical clinic— costs apply.

Medicines

Chemist/Pharmacist

The Doctor may give you a form for some medicine; this is a prescription. Take this to a pharmacy. The pharmacist will explain when and how to use the medicine.



Other Health Services

Dentist

Free basic dental care is available to children under 18 who are at school or not working. Ask at school to register.



Dental services are **not** free for adults. Some hospitals offer emergency pain relief treatment.

Maternity

You can choose who looks after you when you are pregnant.

This can be a midwife or an obstetrician. Hospitals also have maternity services.

After birth a Wellchild provider for example Plunket will support you and the baby.



Public Hospitals



Auckland City Hospital

In New Zealand All major towns have a hospital. Your GP will arrange specialist appointments. There will be a wait unless it is an emergency.

You will get a letter with an appointment date and time. It is important that you confirm the appointment.

Hospitals have free interpreting. When you confirm your appointment ask for an interpreter to be booked.

Not all services are provided by the public hospital and a private service may be needed - this will have a cost. Your GP should explain this.

Emergency

EMERGENCY DEPARTMENT



If you are seriously ill or injured you may need to go to the emergency department (ED) for urgent assessment and treatment.

Dial 111 for an ambulance – Emergency Only

Ambulances are for emergencies only.

Examples might be:

- Severe pain
- Someone is unconscious
- Heart attack
- Not breathing properly
- Extremely sick
- A major injury



Emergency Department (ED) also treat

- Significant wounds
- Broken bones and dislocated joints
- Accidental poisoning or overdose of medication/ drugs
- Other accidental injuries

Private Accident and Medical Clinic

These clinics deal with less serious injuries or illnesses.

They will assess and refer you to a hospital ED if they are unable to treat your illness or injury.

These clinics are often open when GPs are closed. There is normally a cost for treatment at these clinics.

Worried?

Do not delay finding medical care.

Costs and Other Support

English

General Practitioner (GP)/Family Doctor	Registered Adults: costs apply Children under 6: free or low cost
Public Hospital or Specialist (including Emergency Department) Hospital interpreters (request before your appointment date)	Free Free
Accident and Medical Clinic	Costs apply
Prescriptions	Adults and children over 6: \$5.00 Children under 6: Free
Maternity care (midwife, public hospital)	Free
Tests <ul style="list-style-type: none"> • Scans (e.g. ultrasound), blood tests, cervical screening • Breast screening 	Costs may apply - ask your GP Free
Ambulance *ACC— <i>Accident Compensation Corporation</i>	ACC covered serious accidental injury: Free Transport or non ACC emergency: \$75-85
Dentist	Children at school (basic care): free Adults: costs apply
Private doctors and hospitals	Costs apply

The New Zealand Health System

Telephone Advice

If you can phone Healthline for free health advice. Healthline has telephone interpreters on request.

Healthline 0800 611 116



Language Support

All **Hospitals** have interpreters **free** of charge. You must ask before your appointment so an interpreter can be booked.

Tell your GP if you need language support before your appointment.

Complaints

You have the right to be treated with respect by health providers. If you have concerns or wish to complain contact the organisation who provided your care or the Health & Disability Commission.

Website: www.hdc.org.nz/complaints

National Freephone: 0800 112233



Eligibility

Advice in this leaflet is for **Permanent Residents** and **Citizens of New Zealand** only. It is accurate on date of publication.

For more information: www.moh.govt.nz/eligibility

June 2013

Auckland Regional Public Health Service

Rātonga Haurora ā Iwi o Tamaki Makaurau



Working with the people of Auckland, Waitemata and Counties Manukau