

## General Practice (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. There will be a clinic near where you live.

GPs will help find specialist services by making referrals to hospitals, community nurses or other health services.



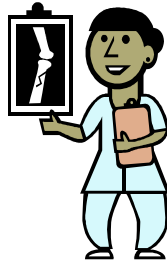
If you have a Community Card or register with your GP and the organisation that looks after primary health services (called a PHO) a visit will be cheaper, ask the GP receptionist to do this. Children under 6 can visit a GP for little cost or for free.

You should register with a GP as soon as possible, before you are ill to get lower cost care.

## Hospital

All major towns in New Zealand have a hospital.

All treatment at the hospital is free if you are a NZ permanent resident or a citizen.



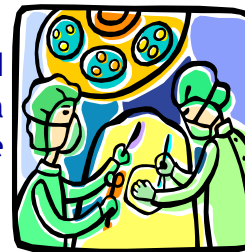
In New Zealand if you need to visit a specialist your GP will arrange this for you, there may be a wait for an appointment unless it is an emergency.

The Public Hospitals offer many services including

- *Medical and Surgery appointments*
- *Elderly care*
- *Mental health care*
- *Community services (eg District Nurses)*
- *X-rays and scans*
- *Maternity care*
- *Emergency services*

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.



## Emergencies

### Sudden but not serious illness

If you become suddenly but not seriously ill eg a small cut, colds or coughs, phone your **Family Doctor (GP)** or if they are closed go to a private accident & medial clinic—this is not free.

### If you are very ill

- Large cuts
- Pain
- Had an accident

You may need to go to the **Emergency Department**, if you are not sure how serious it is phone your GP or Healthline for advice on **0800 611 116**

**EMERGENCY  
DEPARTMENT**



### If it is an EMERGENCY

- In extreme pain or broken bones
- Had a heart attack
- Someone is unconscious
- Not breathing properly

**111**

**Emergency only!**



Phone an ambulance on **111** to be taken to the hospital.

## Other Health Services

**Chemist/Pharmacist**—The Doctor may give you a form for some medicine this is called a prescription. Visit any Pharmacy. The pharmacist will explain when and how to use the medicine.



**Charges**— There will be a cost for your prescription. If you have a Community Services Card or your own GP gives you the prescription it may be cheaper. For children under 6 years most prescriptions are cheaper or free.

**Dentist**— Free dental care and treatment is available to children under 18 who are at school or not earning. The children must be registered with the school dental service. Ask at school.



Dental services are **not** free for adults but a Community Service Card may make it cheaper. Check with your dentist.

### **Maternity**

You can choose where to have your baby and who will look after you when you are pregnant. Maternity care is provided mainly by midwives and some GPs. Hospitals also have maternity services. Some tests have a cost. After the baby is born, free support is provided by Plunket and all hospital care is free.



### **Eyes & Ears**

Optometrists services are not free. Young children will have vision and hearing tests at school



## Language Support

All Hospitals have trained interpreters available **free** of charge. You must ask before your appointment for interpreting help so it can be booked.

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

# Questions?



## Healthline

Free 24 Hour  
Health Advice

# 0800 611 116

 **refugee health**  
www.refugeehealth.govt.nz

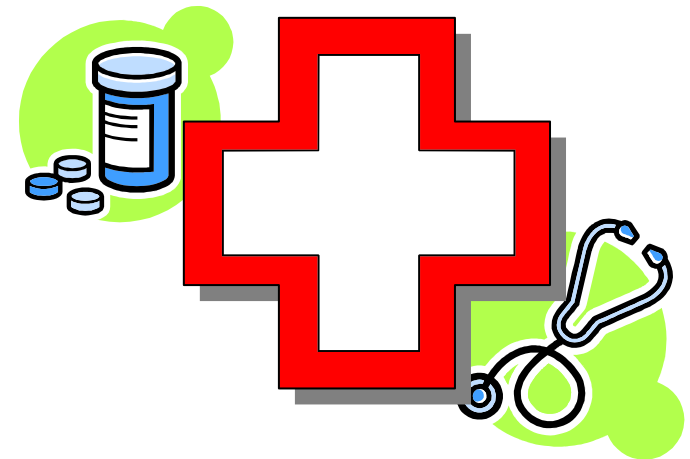
a website for refugee health information

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

# Mangere Refugee Resettlement Centre

## Refugee Health Service

# The New Zealand Health System



**Auckland Regional Public Health Service**

Rātonga Hauora ā Iwi o Tamaki Makaurau



Working with the people of Auckland, Counties Manukau and Waitemata