

# Information



## Welcome to Onerahi Family Healthcare

Thank you for entrusting your care to us. We are committed to providing excellent health services in a cost-effective manner.

This sheet gives you instant access to important information regarding our medical practice. Please keep it in a safe place.

### Services

Our clinical team can assist you with all of your healthcare needs. We pride ourselves on modern, convenient and continuous care.

Services include:

- + Regular Checkups
- + Women's Health
- + Family Planning
- + Minor Surgery
- + Repeat Rescriptions
- + Referrals
- + Podiatry
- + Men's Health
- + Sexual Health
- + Pregnancy Care
- + Travel Medicine
- + Immunisations
- + Specialists
- + Labtests

### Doctors

Dr Ewa Stojek, Dr Jonathan Sprague,  
Dr Eleanor Regeling, Dr Saima Noreeen

### Nurses

Trina, Nicole, Liese, Jenny, Raewyn,  
Sal, Ebson, April, Kris, Kelly, Tash

### Administration

Toni (Practice Manager), Lisa, Jessica, Odele, Sandra, Doreen

### Fees

#### Registered Patients

0 – 13 Years	\$0.00
14 – 17 Years	\$13.00
18 – 44 Years	\$19.50
45 – 64 Years	\$19.50
65+ Years	\$19.50

The above pricing is for a standard 15 minute medical consultation for registered/enrolled patients.

Longer consultations are available. Please talk to our receptionists if you require extra time but be aware there is a fee.

### After Hours Care

After hours care is available from **White Cross Accident & Urgent Medical** from 5PM to 8PM on weekdays and 8AM to 8PM on weekends. If you need assistance during this time, please call **(09) 436 0789**.

They are also our preferred after hours clinic:

32 Reyburn Street, Whangarei  
(09) 470 1083  
Mon to Fri — 7:30AM to 8PM  
Sat to Sun — 8:00AM to 8PM

You can call **Healthline** (0800 611 116) outside of these hours.

### Enrolment

Enrolling is free and voluntary. If you choose not to enrol you can still receive health care services from your chosen GP, general practice or primary health care services provider.

Advantages of enrolling are that your visits to the doctor will be cheaper and you will have direct access to a range of services linked to the PHO.



You can access your test results via our online patient portal or by calling the practice on (09) 436 0789. Please ask reception staff for patient portal instructions should you require these.

## Appointments

Please ring (09) 436 0789 for an appointment.

Every effort will be made to accommodate your preferred time. However, emergencies will always be given priority.

Our reception staff will attempt to contact you if there are any unforeseen delays or if your GP has been called away.

Longer consultation times may be available. Charges apply.

## Payments

Fees are payable at the time of consultation.

We accept cash, eftpos, cheque, visa, mastercard and online payments. Paywave is also now available.

Fees for enrolled and registered patients are subsidized by the Government for various age groups and services listed at the practice.

Please ask our reception staff for more information.

## Repeat Prescriptions

We are happy to issue repeat prescriptions.

However, we ask that you give us as much advance notice as possible.

Repeat prescriptions do incur a charge and the doctor may need to see you prior to issuing for clinical and/or legal reasons — especially if you are not seeing your regular GP.

Please ask our reception staff for more information.

## Patient Portal

Our patient portal is a secure online tool that lets patients manage their health in a modern and convenient manner. Registering is free and simple. Sign up at your next appointment or call us on (09) 436 0789. Our reception staff can guide you through the process, and verify your identity, with ease.

## Pharmacies

**Unichem Onerahi Pharmacy** — 116 Onerahi Road,  
(09) 436 0567 — is open 8:30AM to 5:30PM on weekdays and 9AM to 12:30PM on Saturdays.

It is closed on Sundays and Public Holidays.

## Personal Information

Your medical record is a confidential document.

It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised staff members.

## General Information:

### Onerahi Family Healthcare

Onerahi Shopping Mall  
116 Onerahi Road  
Onerahi 0110  
Whangarei  
New Zealand

Ample parking is available in the carpark outside the practice.

A Unichem pharmacy is located next door.

**Please dial 111 in emergencies.**

Weekdays — 8AM to 5PM  
Weekends — closed

Phone: (09) 436 0789  
Fax: (09) 436 1829

[admin@onerahimed.co.nz](mailto:admin@onerahimed.co.nz)

After hours care is available from **White Cross Accident & Urgent Medical** from 5PM to 8PM on weekdays and 8AM to 8PM on weekends. If you need assistance during this time, please call (09) 436 0789.