



July / August 2015

Ranolf
Medical Centre

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Kia Ora

Welcome to our very first newsletter! At Ranolf, we think of our patients as our extended family. We want to stay in touch with you and keep you informed of what's happening at the Centre.

2015 has been a whirlwind and exciting year. From settling in with the merge of Surgery 10 to undertaking the recent renovations, giving our Centre a fresh new look. Time has just flown, but at the forefront of everything we do are our patients.

We hope you find our newsletter enjoyable and that it helps you and your family make the most of our services.



Renovations completed!

Thank you so much for your patience as we completed our renovations. We have updated and refreshed the waiting room, reception area, entranceways and several consultation rooms.

We hope that you love the bright, modern surroundings as much we do. We are thrilled how much quieter and calmer the waiting room is.

Drop In Clinics

We are really pleased to now offer a Drop In clinic for enrolled patients daily between 8:30am and 11am. These clinics are staffed by a doctor and a nurse and usual consultation fees apply.

These clinics help us ensure you will be seen on the day for an urgent problem.

Patients are seen in the order they arrive, however please be aware that a patient with a serious health issue may be seen before you.

The drop in clinic is not intended for regular check-ups or WINZ forms as these need a full appointment with your doctor.

Appointments are not made for the Drop In clinic, so please make sure you arrive before 11am.



Wi-Fi Access

We now offer complimentary Wi-Fi at Ranolf Medical Centre.

Our Wi-Fi is password protected and the password changes daily. Please ask our friendly receptionists for the day's password.

To use our Wi-fi select 'Ranolf Med Wi-Fi' from the list of Wi-Fi options on your phone or tablet, then type in the daily password.

Ranolf Medical Centre prohibits accessing, viewing, displaying, downloading, and/or copying offensive or inappropriate material while using the visitor wireless network.

Plan ahead

We understand you can't plan for critical problems and you need to be seen on the day they arise. Our daily Drop In clinic is ideal for these situations.

We do recommend that routine appointments and follow ups are booked ahead. This allows us to plan and provide a good service to all our patients.

Please come prepared to your appointment. If it is ACC related and was processed with another health provider, please bring any paperwork you may have.

It is also important to let your doctor know what other drugs you are taking. Make sure you mention any medication you have bought over the counter in a pharmacy or health shop or anything prescribed by other providers such as a dentist or naturopath.

ManageMyHealth™

We are pleased to offer our patients ManageMyHealth, an online tool to help manage the health of you and your family. You can login anywhere, anytime and be able to:

- Request appointments with our doctors and nurses
- View test results
- Request repeat prescriptions
- Securely contact your GP electronically.



ManageMyHealth is available to you right now! All you need to do is ask at reception. You will need to provide your email address and proof of identity. You will be given an activation code and instructions on how to complete your registration online.

There is also a free ManageMyHealth app for all iOS and Android phone users.

Free Consultations for under 13 Year Olds

From 1st July 2015, Ranolf Medical Centre with the increased government subsidy is very pleased to be able to offer free care to all enrolled children in our practice under the age of 13.

We hope this will help to ensure that all children get the medical care they need.



New faces

We welcome Locum Dr Jesse Coenen to the Ranolf team. Jesse joins us all the way from America for six months. He really enjoys General Practice as it allows him to work with many different types of people.

His medical training was completed at the University of Vermont (USA). His love for skiing and mountain biking led him to get additional training in sports medicine.

Jesse was attracted to Rotorua by the many world class mountain biking trails on our doorstep.

Get the most from your appointment

A standard GP appointment is 10 or 15 minutes long and usually allows for you and your doctor to discuss or treat one medical problem.

If you have more than one issue or think you need more time with your doctor, please talk to our receptionists about booking a longer appointment.

Remember our nurses are available for appointments for a range of services including diabetic reviews, smear tests, vaccinations, wound care and can give you advice on whether a further doctor's appointment is needed.

You can also talk to a nurse on the phone about repeat prescriptions, test results or advice on how best to use our services. We have a nurse rostered daily for phone enquiries from 9.00am to 10.45am.

Feedback

We welcome your views and feedback. We take note of all comments and suggestions and often we will change the way we work in response to your ideas.

Please look out for the feedback box at reception or talk to one of our friendly staff.