



# Ranolf Medical Centre

H E A L T H N E W S L E T T E R

There has been a lot happening at RMC. We have been preparing a newsletter to share this with you, but that's been overtaken by the outbreak of Coronavirus. This newsletter is now more focused on that; we will be posting more information on our Website and Facebook page over the coming weeks, so keep an eye out for updates.

Our plans are to achieve two goals; make sure everyone who needs health care gets it, and to protect our staff and patients alike.

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## Our Coronavirus plans

The media is full of articles about the coronavirus outbreaks around the world. It's a rapidly changing situation, and we don't know yet what the full impact will be. We are taking a cautious approach, refreshing and refining the plans we made for the Swine flu in 2009 and the earlier SARS and MERS outbreaks.

These epidemics weren't as severe as predicted, but we were well prepared and are taking the same approach now, 'planning for the worst, while hoping for the best'. For us that means preparing for an outbreak of infection during winter - our busiest months.

This newsletter outlines some of our plans and explains how you can help us to help you. We have been preparing many of these changes anyway, as a way of dealing with the medical workforce shortages and the increased demand that we are seeing up and down the country. It's just that we now have a much shorter time frame to make these changes!

- ARE YOU WORRIED -

## CORONAVIRUS



Stay at home, use the phone

Coronavirus Healthline:  
**0800 358 5453**

GPs helping to keep your community safe

A few things that you could help us with if you feel unwell, or worried you could have coronavirus:

- Stay Home, Use the phone - Coronavirus Healthline 0800 358 5453, follow the advice they give you.
- Buy a thermometer; monitor and record your symptoms from home.
- Ensure your contact details are up to date and watch out for updates from us.
- If you must come to the Practice, stay in your car in the carpark and phone us.
- We will text you and give you instructions about entering when the doctor is ready to see you.

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## Triage

We are introducing a new Triage system for managing same day appointment requests. We are doing this because we often have more requests for appointments than we have appointments available, and sometimes we can't see sicker patients as promptly as needed. Other centres using this approach have found that problems can often be dealt with by other types of consultation. This may save you the inconvenience of an unnecessary visit and frees up appointments for those patients needing to be seen urgently.

If you call requesting a same day appointment, the receptionist will check your contact details and arrange for a doctor or nurse practitioner to call you back. This service will initially be offered until 9.30am every morning.

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We are taking steps to protect our staff as well. We have installed screens at our reception desk and a new eftpos terminal has been arranged to make payment transactions easier. Reducing cash handling and making payments online are other ways we can help reduce the spread of winter illnesses.

## Different types of consultations

We are also introducing different types of consultations. If we can safely look after you without you having to come into the surgery, then we will. We can now offer consultations by phone, email and video as well as the traditional face to face consultation.

These 'virtual consultations' allow us to look after a larger number of patients more effectively. It can be more convenient and avoids the risk for you of cross infection from other patients in the waiting room.

There will be charges for virtual consultations.

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## Register with myndici

We changed our computer system last year to a new and more versatile product called indici. You can have access to part of your medical records through an app called myndici. At this stage you can order repeat prescriptions, see lab and x-ray reports, make appointments online and have secure email messaging between us. More features will follow.

We can only offer email and video consultations to patients using myndici, so we are encouraging as many as possible to register. If you would like us to register you now, please respond to this email confirming your full name, email address and date of birth. Each patient must have their own individual email address to register with myndici. If you currently share an email address, you will need to arrange for others to be created for each person wishing to register. Our reception staff can help with this if needed.

There is no charge to be registered with myndici, but there may be charges for email or video consultations.

myndici 

Anywhere, anytime and any device introducing a modern health app

**myndici.co.nz**

connect to the new world of tailored healthcare  
register today at reception

## Plan now for winter

We may not be able to offer as many routine consultations during the winter months. If you need procedures like smear tests, driving medicals, replacement of long-term contraception and so on we suggest you come in now for these.

Check your medicine supplies and order repeat prescriptions early. For those patients who use Ranolf Pharmacy, we can take your prescription up to them so you can collect your medicines directly from the Pharmacy. In some cases, they may be able to deliver the medicines to your home, saving you coming in at all.

Wherever possible we will send other documents, such as medical certificates, lab and x-ray forms by email, fax or post, again saving you from having to come to the surgery.

"Instead of going to their GP for routine matters like non-urgent appointments, blood test results and repeat prescriptions, they should use the phone or have a video consultation instead."

"If you can do a remote consultation, that's brilliant"

Dr Margaret Harris. World Health Organisation



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## Drop in clinic renamed as Urgent Care Clinic

We will still be offering a same day clinic if you need to be seen urgently and we are unable to offer an appointment with your usual doctor (or someone else in your wing team). We want to stress that this clinic is for single problem urgent consultations only. If you present and your problem does not meet these criteria, you may be asked to come back and see your usual doctor at another time.