

Information Privacy Statement

From time to time, in the course of treatment, we may need to provide your details and medical history to other health providers, such as specialists and hospitals. We will ensure that your health information is only seen by people who are involved in your health care (such as our staff and specialists we may refer you to). Other information about your care may be transferred to other organisations for funding, research and quality improvement. This information is sent securely and any information that identifies you is removed on arrival to protect your privacy.

We provide Think Hauora (Primary Health Organisation) and the Ministry of Health with a list of our enrolled patients so that we can obtain your name, address, date of birth, ethnicity, and the dates when you see the doctor or nurse. No identifiable medical information is provided without your consent.

In all cases, your privacy is protected by the medical ethics of confidentiality, the provisions of the Privacy Act 1993, and the Health Information Privacy Code 1994. We are aware of these privacy requirements and work within policies and procedures to uphold them at all times. We value the confidentiality of your health information.

OUR COMMITMENT TO YOUR ONGOING HEALTHCARE

- ◆ We are committed, as a general practice team, to ensuring that you receive a continuity of care.
- ◆ If you are sick, we will do our best to see you on that same day.
- ◆ We will identify and care for high needs groups within our patient population.

FUNDING INFORMATION

When you first enrol, and you meet the eligibility criteria for public health funding, there is a stand-down time before your funding comes in. If you have a Community Services Card, this will help with initial consultation costs.

ACCESSING YOUR RESULTS

We will notify you if you are recalled for an abnormal result to arrange a doctor's appointment. Should you want a copy of your blood results, the doctor will provide you a copy in consult, or you may request directly from lab. We do not have Manage My Health.

If you have any questions, or require further information, please speak to one of our practice staff.

You and Your Family Doctor Working Together And Getting More Closer to Understand Your Needs



Welcome To

**ORBIT
MEDICAL**

Orbit Medical Ltd

229 Grey Street, Palmerston North

Ph: 06 353 5335 Fax: 06 353 5335

Welcome to Orbit Medical

Thank you for choosing us as your family doctor.

About Us

Orbit Medical started its journey in 2009. Dr Habib and his team over the number of years committed to serve the community. Recently Dr Gilmore has joined our team as a locum doctor. Our nurse are highly experiences and they have more than 15 years of experience in general practice. Our reception is friendly and dedicated. We pride ourselves in providing exceptional care for you and your family's health needs. We have also got a specialist clinic.

Enrolling

If you wish to enrol please ask reception for a patient information form to fill. Please take a moment to read the following information to understand our services better or you may choose to do an online enrolment.

Making Appointments

Appointments can be made by ringing our helpful reception team, or by popping into the surgery. We can offer extended or specific consultations, but we ask that you please inform us at the time of booking so the appropriate time is booked for you. We also ask that you let us know if more than one person needs to be seen, as each person requires a separate appointment.

If you are sick and need to be seen, we will try to see you on the same day.

Urgent Appointments

While we would appreciate routine appointments be made in advance if possible, we understand that there are times when an urgent appointment is required. In this instance, please contact our team and we will do our best to fit you in with an available doctor.

Community Services Card

This helps for the first few months until your health funding comes through, and after that you will be charged the funded rate. Enquire at our reception for more information on this.

Changing My Details

If you move house or change your phone number, we ask that you let us know ASAP, as it is very important that we have your up-to-date information so we can contact you if need be. Also, providing us with an emergency contact ensures we can contact someone when necessary. Talk to reception about this if you want to know more.

Tea and Coffee Service

We offer tea and coffee while you wait. Just ask our friendly receptionists.

Our Services

- ◆ Medical and ACC Consultations
- ◆ Maternity Consultations
- ◆ Childhood Immunisations
- ◆ Sexual Health Clinic
- ◆ Seasonal Flu Vaccines
- ◆ Iron and Aclasta Infusions
- ◆ HPV Swabs

As you need from your GP.

Visiting other Practices

We do our best to see our own patients whenever they need to see a doctor; that is our commitment to our patients, and helps with continuation of care.

However, if you are seen elsewhere you do not have to sign another enrolment form to be seen.

Please note if you do sign another enrolment form you will be removed from our practice's enrolment register and your funding will be revoked.

For this reason it is important to not sign another enrolment form unless you are transferring to that practice and leaving ours.