

**choose
well** 

AFTER-HOURS

**I need medical care
after-hours, what do I do?**

Call your General Practice

*Streamlined after-hour's health care available for residents in Napier, Hastings and Havelock North will begin **1 December**.*



This new service will mean the same after-hours care is available in both cities, preventing confusion as well as providing a robust and reliable health care service for people who don't need emergency care but need medical care or advice after-hours.

The Emergency Department at Hawke's Bay Hospital is available 24/7 for emergencies and life threatening conditions.

+ IF IT'S AN EMERGENCY CALL 111

I need medical care after 9pm, what should I do?

If it's an emergency you should call 111 as you normally would.

If it's **not** an emergency, call your general practice clinic and you will be directed to what services are available for you.

What's changing for after-hours health care in Hastings?

If it's an emergency, such as chest pain, you should call 111 for an ambulance.

Good news. You will now have access to an extra hour of after-hours care from Hastings Health Centre who have extended their opening hours from 8pm until 9pm, seven days a week.

After-hours services from other general practice providers will remain the same – open until 8pm. If you need health advice after 9pm you should call your general practice clinic and your call will be forwarded to a nurse.

You can talk to a nurse on the phone or visit the nurse at *City Medical* in Napier. This is a FREE service. If you are talking to a nurse on the phone, and the nurse thinks you need medical care, but it's not a life threatening condition, the nurse will have the ability to send a paramedic to your home to check on you. This will cost you \$65.

This is a *Hawke's Bay District Health Board* subsidised service and the flat charge out rate of \$65 will apply to everyone.

What's changing for after-hours health care in Napier?

If it's an emergency, such as chest pain, you should call 111 for an ambulance.

Good news. Care will continue to be available from *City Medical* 24/7. The only change is after 9pm. After 9pm a nurse will be available to see you at *City Medical* 24/7 and if the nurse thinks you need further medical care, a paramedic can be called in to see you either at *City Medical* or at your own home. This will cost you \$65.

This is a *Hawke's Bay District Health Board* subsidised service, which will have a flat charge out rate to everyone of \$65.

If I get a paramedic to check on me, do I pay the paramedic?

No. You will be sent an invoice for \$65.

Is this a health service cut for Napier?

No. This is a much better and cheaper way for you to be seen if you need medical care after-hours. It also allows GPs to have some time off at night so they can refresh. The after-hour's roster for GPs in Napier is not sustainable and continuing it would lead to GP burn out and less GPs available to treat and care for you during the day. The after-hours call out to see a GP at *City Medical* was \$120.

What if I can't afford the paramedic call out but need medical care and it's not an emergency?

There are a number of alternatives:

1. Call your general practice clinic and you will be put through to the nurse at *City Medical* who is available 24/7. The nurse will be able to offer you advice. The nurse will also be able to arrange an urgent doctor's appointment for you for the next day, if it's needed.
2. You could visit *City Medical* for a FREE nurse check 24/7.
3. You can call *Healthline* for a nurse assessment, which is available 24/7 on 0800 611 116.

If I'm a friend of St John Ambulance will this paramedic service be free?

No. This is not a St John Ambulance service, they will be providing the paramedics but it is not their service so the flat fee of \$65 will apply to everyone who uses this service.

What other care is available?

Good news. A pharmacist will be available at both *City Medical Napier* and *Hastings Health Centre* until 9pm to offer advice and support.