

Emergencies

Emergency Department (ED) is a place in the hospital where you go when you have severe illness or injury requiring urgent assessment and care.

Call 111 for an ambulance but only in an emergency. They will need to know your name, address and what the emergency is.

Examples might be:

Sudden severe pain or injury

Being unconscious

Not breathing properly

Being extremely sick

For lesser emergencies a GP or private accident and medical clinic can always assess you and refer you on to the hospital urgently if they are unable to manage your condition.

Problems that may be better managed at the hospital ED are:

Broken bones or joint dislocations

Accidental poisoning or overdose of medication

Acute and complex medical problems

Member Healthline is also always available to help you if you are uncertain of how serious the illness is or where you should go.



Language support

All hospitals have trained interpreters available free of charge. You must ask for an interpreter before your appointment so it can be booked. Tell your medical centre if you need language support when you register and before your appointment.

Complaints

Please contact the Health and Disability Commissioner
Website: www.hdc.org.nz/complaints
National free phone: 0800 11 22 33

Eligibility

Advice in this leaflet is for Permanent Residents and Citizens of New Zealand only and is accurate on date of publication. If you do not fit into this category there may be charges.

For more information please enquire at:
www.moh.govt.nz/eligibility

Important contacts

Healthline 0800 611 116
Waikato Hospital 07 839 8899
Ambulance 111

Acknowledgements

Auckland Regional Public Health Service

Rātonga Hauora ā Iwi o Tamaki Makaurau

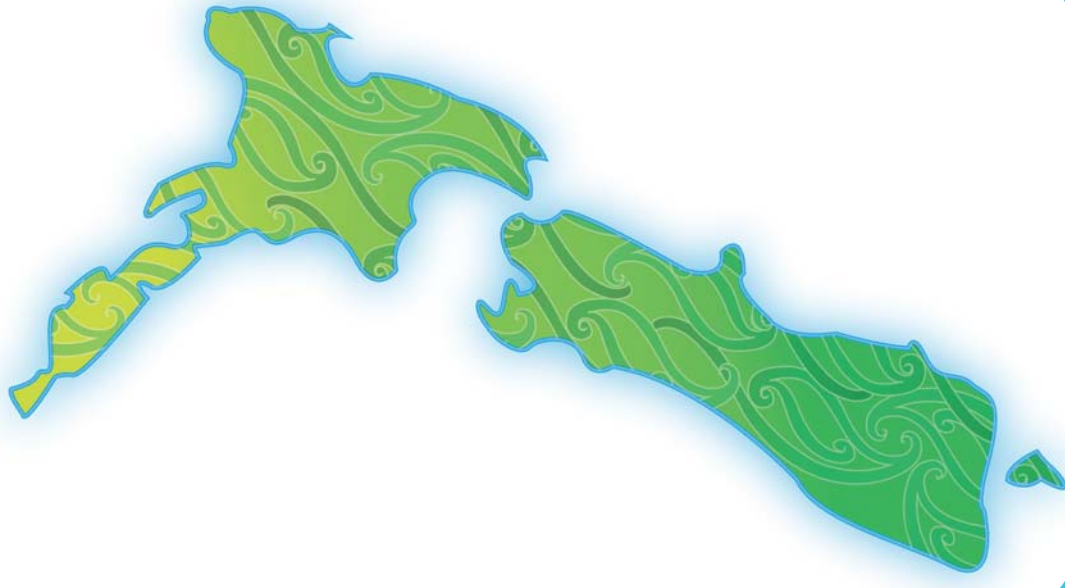


Working with the people of Auckland, Counties Manukau and Waitemata

Proudly supported by



New Zealand health care



General practitioner (GP)



A General Practitioner (GP) is a doctor who looks after the health of all the family. The GP is the most important person for your health in New Zealand.

If you are unwell or worried about your health you should visit your GP first.

Register with a GP as soon as you arrive in New Zealand. GP will help you find a specialist making referrals to hospitals, community nurses or other health services if needed.

Some community GPs are found at a medical centre. Nurses and other health professionals also work there. If you find a medical centre near you, look in the green section at the front of the phonebook.

The medical centre offers many services including:

Medical care for all ages

Before (B4) school checks

Immunisations

Maternity care

Cervical screening

You do not have to pay to visit the doctor. If you have a Community

Services Card, visiting

your GP will be cheaper. Ask the GP's receptionist about this. Children under six can visit a GP for little cost or for free.

Healthline is also always available to help you if you are uncertain of how serious the illness is or where you should go. Interpreters are available on request.



Other health services

Pharmacy / Pharmacist

The GP or hospital doctor may give you a prescription for medicine. Take this to any pharmacy. The pharmacist will explain when and how to use the medicine. There will be a cost for your prescription. If you have a Community Services Card the prescription may be cheaper. For children under six years most prescriptions are free.

Dentist

Free dental care and treatment is available for children under 18 years of age who are at school or not working. The child must be registered with the school dental service. Ask at school. Some private dentists see children without a charge (see Waikato DHB website for more information). For adults dental services are not free.



Maternity

You have a choice of who you would prefer to look after you when you are pregnant. The GP can help you find the most appropriate person for you. Public hospitals also have maternity services. Some tests required during your pregnancy may have a cost.

After the baby is born and up until five years of age there is free support available for your baby through a Well Child/Tamariki Ora provider.

For more information about your local Well Child/Tamariki Ora provider speak with your GP.



Public hospital

If your GP has referred you to the hospital there may be a wait for an appointment unless it is an emergency. All treatment at the public hospital is free if you are a permanent resident or a citizen.

The public hospital offer services such as:

- Specialists appointments
- Mental health care
- Community services (eg district nurses)
- X-rays and scans
- Maternity care
- Emergency services



Not all services are provided by the public hospital and a private service may be needed this will have a cost. Your GP should explain this to you. The nearest public hospital is Waikato Hospital and is situated on Pembroke Street, Hamilton. For further information about Waikato Hospital please phone 07 839 8899 or visit the Waikato District Health Board website: www.waikatodhb.health.nz.