



# Nau Mai, Haere Mai — Welcome to Te Hā Health Care

Kia ora! We're really pleased to have you with us. We're part of the **Local Health Group**, based at **60 Victoria Ave, Palmerston North**.

Our team is here to look after **you and your whānau** with friendly, high quality care. We want to make coming to the doctor easy, comfortable, and right for you.

  **New here? Start with our Welcome Pack!** It has everything you need to get going. [Visit our website](#) or ask at reception.



# Booking an Appointment

There are two easy ways to book a time to see your doctor or nurse:



## Online

Use our **Local Health App** to book anytime, day or night.

## By Phone

Call our friendly **reception team** on 06-357 8061 and they'll help you out.

Each appointment with your GP or Nurse Practitioner is **15 minutes**. If you think you need more time, just let us know when you book. Fees do apply — check our website: [tehahealthcare.nz](https://tehahealthcare.nz)

  **Is it urgent?** Please tell reception straight away so we can see you as soon as possible or book a 'Triage' phone call on the Local Health App and someone will help guide you to the right care. Call 06-357 8061 for same-day urgent appointments.

Please book **routine (non-urgent) appointments** ahead of time through our Local Health App, so we can keep some spots free for people who need help urgently each day.



## Can't Come In? No Problem!

### Telehealth (Phone Call or video)

You can have a phone or video consultation with your GP, Nurse or Nurse Practitioner from home. Standard fees apply.

### Practice Plus (Video)

Practice Plus, our partner online service, lets you see a trusted clinician online.

**Weekdays:** 9am – 10pm

**Weekends & Public Holidays:** 8am – 8pm

[practiceplus.nz](https://practiceplus.nz)



## Other Local Health Practices

We also have three other practices nearby, and these will be available for you to also use in the near future :

- Feilding Health Care
- Ashhurst Health Care
- Awapuni Medical



# Your Patient Portal

The Local Health App is like your own personal health page online. Once you're registered, you can do lots of things without even calling us!



## Book Appointments

For yourself and your dependents.



## Request Prescriptions

Order repeat prescriptions for long-term medications. Allow **2-3 working days**.



## View Test Results

See your results safely and securely online.



## Message the Team

Send a message to Te Hā Health Care anytime.



## Family Details

View details for your dependents (family members in your care).



👉 Register or log in here: [Link to Local Health App](#)



# Meet Our Team & Our Services

Our team is made up of lots of different health professionals who are all here to help you:



## GPs & Nurse Practitioners



## Paramedics



## Nurses & Health Care Assistants



## Administrators

We also have **Habit Health Physiotherapy** and **Dietitian** services right here on site. [Meet our team here.](#)



## What We Can Help With

- General medical consultations
- Immunisations (vaccinations)
- Long-term condition management
- Infusion clinic
- Mental health and Wellbeing support
- Women's Health
- ACC and injury care
- Dietitian
- Physiotherapy (Habit Health)
- Ear Suctioning
- Medical Certificates



## Prescriptions & Results

### Repeat Prescriptions

Order via the Local Health App for your long-term medication. Please allow **2-3 working days**.

### Test Results

Results will be shared securely via the Local Health App, or we'll follow up with you if needed.

# Our Promise to You — & What We Ask of You

Te Hā Health Care is a **safe and respectful space for everyone**. We are here to care for you, your whānau, and our community.

## What to expect from us

- Respect, kindness and dignity
- Professional, safe and confidential care
- Listening and support for your health needs

## What we expect from you

- Treat staff, patients and visitors with respect
- Speak to others as you would like to be spoken to
- Be patient and understanding — our team is working hard under pressure
- Zero tolerance for aggression, abuse or discrimination
- To protect everyone's privacy, video or audio recording is not allowed in this clinic without consent

## New Patient Checklist

Here's a simple checklist to get you all set up with us:

- |  |  |  |
|--|--|--|
| 01   | 02   | 03                                     |
| <b>Complete Enrolment</b>                                    | <b>Transfer Records</b>  | <b>Register for the Patient Portal</b> |
| Sign up online through our website.                          | If you're moving from another doctor, ask us to transfer your records. | Set up your online health account.     |
| 04   | 05   |  |
| <b>Book Your First Appointment</b>                           | <b>Bring Your Medications List</b>                                     |  |
| Use the Local Health App or call reception on 06 - 357 8061. | Write down all the medicines you currently take and bring it along.    |  |

  **Get in touch:** 60 Victoria Ave, Palmerston North | Ph: 06-357 8061 | Email: [hello@tehahealthcare.nz](mailto:hello@tehahealthcare.nz)

Ngā mihi — Patient Services Team 