NEWA
MEDICAL CENTRE

PATIENT INFORMATION

A guide to your consultation

At Newa we see people, not patient files, and we want every visit to feel unhurried and genuinely useful to you. A standard consultation is 15 minutes, which gives us enough time to safely look after one or two concerns. If you have more than that on your mind, please book a double appointment so we can give everything the care and attention it needs without rushing.

YOUR 15 MINUTE APPOINTMENT

1 to 2	concerns can be looked after safely in a standard 15 minute consultation	**3+**	concerns, or something more involved? Please book a double appointment (additional fee)
5 min	late and we'll still see you, but your appointment finishes at its usual time	**10 min**	late or more and we can't start your appointment. Reception will rebook you

Before you come in

THINK ABOUT WHAT MATTERS MOST TO YOU

Jot down the one or two things you'd most like help with before you arrive. A standard appointment is designed to cover one or two concerns safely, so if you have three or more things to discuss or something a little more involved, please book a double appointment when you call or book online. Double appointments carry an additional fee.

MAKE A FEW NOTES ABOUT HOW YOU'VE BEEN FEELING

The more detail you can give us, the quicker we can understand what's going on. Before your appointment it helps to note down:

- when your symptoms first started
- how often they happen and how long they last
- how bad they feel on a scale of 1 to 10
- anything that seems to trigger them or make them easier
- how they're affecting your sleep, work or day to day life

BRING YOUR HEALTH INFORMATION

Please bring an up to date list of every medicine you take, including supplements, vitamins and anything you've bought from the pharmacy or supermarket. It also helps to let us know about any allergies, past operations or ongoing health conditions, and any conditions that run in your family such as heart disease, diabetes or cancer.

DRESS FOR COMFORT

If you think we might need to check your knee, your shoulder or your blood pressure, wear something that's easy to roll up or move aside.

09 281 5668 · RECEPTION@NEWAMEDICAL.CO.NZ

What happens during your consultation

Most appointments follow a similar pattern so we can use your time well:

- **Listening first:** we'll ask about your symptoms, your health history and what's worrying you.
- **Examining you:** if it's needed, we'll do a focused check such as listening to your chest, taking your blood pressure or looking at a skin concern.
- **Making a plan together:** this might include a prescription, blood tests, a scan or x-ray, a referral or practical changes that could help.
- **Agreeing on next steps:** before you leave we'll make sure you know what happens next and whether you need to come back.

Getting the most from your time

Try to describe your concerns as clearly as you can and please ask questions if anything isn't clear, because we'd rather explain something twice than have you leave unsure. If you've been reading about a condition online or something is worrying you, tell us early in the appointment so we can talk it through properly.

Why your appointment time matters

Every appointment at Newa needs to finish on time, because the person booked after you is relying on us to see them when we said we would. We'd much rather give your concerns the time they deserve than squeeze too much into a short visit, which is why we ask you to book a double appointment whenever you need more than 15 minutes.

Please arrive a few minutes before your appointment time so you can settle in. If you're running around five minutes late we'll still see you, but your appointment will need to finish at its usual time, which means you'll have less time with your clinician. If you're more than 10 minutes late we won't be able to start your appointment, and our reception team will help you book another time.

If you can't make it at all, please let us know as early as you can so we can offer that time to someone else who needs it.

When you might need to come back

Sometimes a follow up is the best way to look after you properly, whether that's to go over your test results, keep an eye on a long term condition or check in again if your symptoms change or don't settle. Your results and messages from your care team can also come through to you on myindici.

You're welcome to bring someone

If you feel a little nervous or find it hard to remember everything afterwards, you're very welcome to bring a family member or friend along with you.

We're here to help

If you have any questions or would like to book a double appointment, give our team a call on 09 281 5668, email reception@newamedical.co.nz or book online anytime.

Personal care for every age and every stage.