

Thank you for contacting us. We're sorry that we no longer offer a drop in service. We now manage all urgent requests by clinical triage (please see the explanation below) - we will take your details and call you back as soon as possible.



NB. If you are in the practice and this is an emergency or you have any of the following symptoms please let reception know ASAP - there are exceptions to every rule.

- Chest pain or severe abdominal pain
- New shortness of breath
- Uncontrolled bleeding
- Change in conscious state (eg new confusion, hard to wake adult or child)
- Acute mental health concerns that pose an imminent risk to your safety

Why have we changed to clinical triage?

There is a shortage of doctors and nurses in Rotorua (and in Aotearoa as a whole) which means we are caring for more patients per doctor than we used to. Because of this, we've had to change the way we work so we can still see everyone that needs to be seen.

Clinical triage is a phone based service that increases capacity for practices and convenience for patients by triaging patients requesting a same-day appointment. (This means we get a little information from patients about their symptoms/concerns to allow planning and prioritising of appointments.) This process values the time of both patients and staff ...and means patients receive the right care **at the right time with the right person.**

How does it work?:

- Patients call between 8am and 10:30am to request a same day consultation.
- A doctor or senior nurse returns the call.
- Sometimes a little advice or reassurance is all that is needed.
- Simple problems may be treated over the phone as a phone consultation (which is often more convenient for patients.)
- Patients are booked into an appointment on the day if they need one - this may be with a nurse, nurse practitioner, doctor or combination of staff depending on how complicated the issues are.
- Tests can be arranged before an appointment so you can be seen with the results - this can prevent a second visit and avoid unnecessary costs.

Advantages:

- Provides alternatives to face-to-face consults when appropriate
- Staff are seeing patients appropriate for their levels of experience and skill. (And patients are seeing the right person for their problem.)
- Frees-up doctor time for patients that need to see a doctor urgently
- Avoids unnecessary visits to the practice
- Allows us to see truly urgent medical conditions promptly - we may call an ambulance or see a patient immediately if concerned.
- Increases patient satisfaction

Thank you, from the Team at Ranolf Medical Centre.

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