



ŌTOROHANGA MEDICAL

Te Whare Hauora o Ōtorohanga

OPENING HOURS

Monday

8:00am – 5:00pm

Tuesday

8:00am – 5:00pm

Wednesday

8:00am – 5:00pm

Thursday

8:00am – 5:00pm

Friday

8:00am – 5:00pm

Saturday

9.00am – 10.00am

Booked appointments only

10.00am – 12:00pm acute/walk in only

Sunday

Closed

CONTACT

PHONE: 07-873 7079

FAX: 07-873 7078

WEBSITE:

Otorohangamedical.com

EMAIL:

reception@otorohangamc.co.nz

ADDRESS:

13 Kakamutu Road, Otorohanga 3900

POSTAL ADDRESS:

PO Box 7, Otorohanga 3900

ABOUT OTOROHANGA MEDICAL

Otorohanga Medical Centre staff are committed to supporting our patients to achieve their best health. We have a team of dedicated health professionals who respect the rights and needs of our patients and maintain a culture free from discrimination.

Accident and Emergency

We aim to never turn our patients away in an emergency. This could include chest pain, shortness of breath, burns, cuts, allergic reactions, etc. Please let our staff know if you or your loved one require urgent assistance. It is helpful if someone is able to phone us ahead of time to let us know of your situation so we can prepare for your arrival. For help and advice when we are closed, please call (07 873 7079) to access our afterhours nurse triage service. Our afterhours provider is Anglesea Clinic in Hamilton (07 858 0800) who are open 24 hours. Alternatively Mahoe Med in Te Awamutu (07 872 0923) is open 8am-8pm weekdays and 9am-3pm weekends and public holidays.

Enquiries / Information about laboratory results

We only contact patients if results are abnormal or significant. You can contact a practice nurse to discuss your results on 07 873 7079 between 8:30am and 4:15pm. There is also the online option of Manage My Health. This free service allows you to receive your blood test results online after the doctor has seen them.

Fees and Billing Arrangements

Otorohanga Medical Centre is a low cost access medical centre and our fees for a basic consultation are set by regulation and are controlled by the Ministry of Health. Payment is strictly required on the day of appointment. If for some reason, you are unable to pay on the day of consultation it is policy for patients to discuss payment options with a receptionist prior to any appointment. Due to the increasing cost of postage, only one account will be sent per family. We encourage a small weekly automatic payment option and are happy to work together with you if you have budget restrictions. Please note that afterhours fees apply for afterhours clinics.

ACC

There is a \$20 surcharge for the first ACC consultation for those aged over 18 years (\$15 for a follow up appointment) during business hours, \$15 for 14-17 years(\$10 for a follow up). There is no surcharge for children aged under 14 years. The cost is slightly higher for an afterhours consultation.



Manage My Health is a free service that allows you to book online appointments, access your blood test results online, order repeat prescriptions and talk to your doctor. Please ask reception for sign up information.



Ultrasound:
Tuesday/Thursday 8am-3pm

X-Ray:
Thursday 8.30am-4pm



Monday – Friday
8am-1pm
1.30pm-4pm

OTOROHANGA MEDICAL – DOCTOR HOURS

Dr Russ Fernandez	4 days (Mon/Tuesday, Thurs/Friday)
Dr Joyce Wong	5 days (Monday - Friday)
Dr Michael Becker	1 day (Fridays + casual)
Dr Bhanu Sivakumar	4 days (Monday - Thursday)
Dr JoAnn Francisco	4 days (Mon-Wed, & Friday)

Services Available

- **X-ray or Ultrasounds with Hamilton Radiology.** Hamilton Radiology operates out of the medical centre every Tuesday and Thursday. Ultrasound appointments are to be booked prior to appointment. X-rays are walk in appointments, available between 8am and 3pm.
- **Pathlab**
Pathlab's opening hours are 8am - 3:45pm, with a half an hour lunch break at 1pm. Their waiting area is outside of the Pathlab room. Patients will need to knock on the Pathlab door and then take a seat. All Pathlab appointments are walk in.
- **After Hour Clinics**
Otorohanga Medical Centre offers a Saturday morning clinic. Saturday clinics make provision for both booked and acute bookings. Appointments must be pre-booked for the 9am-10am clinic. The 10am-12pm clinic is for acute appointments only. *Please note that after hour fees apply for the Saturday clinic. Please ask reception for more details.*