

Appointments:

- Appointments are strictly 15 minutes duration. If you require longer than this, please advise reception at the time of booking. Additional fee applies.
- We have facilities and expertise to deal with mild to moderate accidents or emergencies. If you feel you or a family member require urgent medical attention, please come to the medical centre immediately. This could include chest pain, shortness of breath, burns, cuts, allergic reactions, etc. 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. If your situation is more severe or life threatening, please always phone an ambulance.
- We also have allowance for on the day appointments. If you feel you require a same day appointment, please phone the medical centre. You will be placed on the call back list, triaged by a nurse, and an appointment offered if appropriate.
- This practice utilises the AI tool Heidi to assist our clinical staff by documenting key aspects of your visit, allowing for smooth and uninterrupted consultations. You will be advised and consent sought if Heidi is to be used during your consult. If you have any concerns about the use of Heidi AI, simply let your clinician know. We fully respect your preferences and will switch to traditional note taking methods.
- All new patient enrolments will be charged as per our Visitor fees for an initial appointment should this be requested pressingly. The enrolled patient fee only applies once your enrolment/funding has been finalised (1 month).
- If you require an interpreter, please ask reception for information on available interpreter services. Interpreters must be pre-booked prior to your appointment.
- If you would like to organise a GP or nurse home visit, please enquire with reception.
- We require a minimum 2-hour notification by phone if you are unable to attend your appointment. Failure to attend or notify the practice will result in the usual appointment fee being charged.

Accounts/Payment:

- Payment is accepted by cash, Eftpos, Visa or MasterCard.
- It is the policy of this practice that payment is required on the day of consultation/service. Please note that if you are unable to pay your account on the day, you must notify a receptionist of this before your appointment. We offer a weekly automatic payment option and can help with WINZ redirection payments. A full list of fees is available upon request.
- Any accounts that remain unpaid by the end of the month will incur an administration fee of \$5.
- Otorohanga Medical uses a debt collection agency. Any unpaid accounts, plus costs in recovering the unpaid account, will be the responsibility of the patient.+
- Ka Ora are available from 5pm-8am weekdays and 24/7 weekends and public holidays. They can be accessed after hours by phoning the practice (07 873 7079) and remaining on the line. Nurse advice is free, with the option of a GP telehealth after-hour consult if required. Consults are free for our enrolled patients aged under 14 years, with a fee of \$19.50 for 14+ years (with a valid CSC, or \$29.50 with no CSC). Most of our enrolled patients will fit the rural eligibility criteria but there may be some exceptions to this. Please see www.kaora.co.nz for further information.

Patient Portal:

MyIndici allows you to instantly access your healthcare through phone app or website. Myindici's features allow registered patients to easily request repeat prescriptions, view your health record, and send messages to your GP. Please contact our reception team if you would like to register for MyIndici.

Prescriptions:

- There is a charge for repeat prescriptions. These will only be issued for regular medications, and you must have been reviewed by a doctor within the last 12 months. There is at least a 48-hour turnaround time for repeat prescriptions.
- Same day urgent script requests incur an additional fee. Online prescription requests are available through use of the MyIndici patient portal. Prescriptions ordered through the portal are \$5 less than the usual prescription fee.

Test Results:

- We will notify you for clinically abnormal results only. However, please feel free to contact us if you wish to discuss your results. Alternatively, results are also visible on the patient portal once they have been reviewed by your doctor.

Your Enrolment with OMC:

- Please advise us of any changes to your contact details or eligibility to receive funded healthcare in New Zealand (e.g. visa status, moving overseas).
- Ōtorohanga Medical have a zero-tolerance policy to verbal or physical abuse towards staff. Should an incident occur, it may affect your enrolment with this practice.
- By signing the enrolment form, you agree that you will not publicly post any derogatory comments on social media about the practice or our staff. We respect your right to complain but this must be done in a non-threatening and non-offensive manner through our complaints officer. We appreciate your feedback and wish to do our best to provide a positive healthcare experience for you. Complaints or feedback may be submitted to practice.manager@otorohangamc.co.nz

Patient Fees

These are valid as of March 2026, they are subject to review. For a service price list please refer to our website.

ENROLLED PATIENTS:	NON-ACC:	ACC 1ST:	ACC F/UP:
0 – 13 YEARS	No Charge	No Charge	No Charge
14 – 17 YEARS	\$13.50	\$13.50	\$13.50
18+ YEARS	\$30.50 /CSC \$20.00	\$30.50 /CSC \$20.00	\$30.50 /CSC \$20.00
CASUAL PATIENTS:	NON-ACC:	ACC 1ST:	ACC F/UP:
0 – 13 YEARS	\$30/CSC \$20	\$30 CSC \$20	\$30 CSC \$20
14 – 17 YEARS	\$60 /CSC \$50	\$60 /CSC \$50	\$60 /CSC \$50
18+ YEARS	\$90 /CSC \$80	\$90 /CSC \$80	\$90 /CSC \$80
NON-NZ RESIDENT:	NON-ACC:	ACC 1ST:	ACC F/UP
0 – 13 YEARS	\$200	\$200	\$200
14 – 17 YEARS	\$250	\$250	\$250
18+ YEARS	\$300	\$300	\$300
ENROLLED PATIENTS: SCRIPT	URGENT SCRIPT (SAME DAY)	NORMAL SCRIPT (WITHIN 48hrs)	
0 – 13 YEARS	\$10	No charge	
14 – 17 YEARS	\$20	\$10	CSC = Community
18+ YEARS	\$25	\$20 / CSC \$15	Services Card

Patient health information privacy statement

Purpose

We respect privacy and confidentiality. The purpose of this document is to explain what information we collect about you and how data gathered by your health provider, as well as by Pinnacle as a primary health organisation and its affiliates, is used in providing health services to you.

To learn what a primary health organisation is and how this practice is connected please see our website <https://pinnacle.health.nz>.

You directly consent to your health information being collected when you sign an enrolment form to register with a practice health provider.

Overview

- Maintaining your trust and privacy is important to us.
- We are bound by law to collect and retain data about the delivery of health services to you.
- We only collect and retain what we need to deliver health services for you and your whānau.
- We only use what we know to improve your health and the health of the community.
- We don't sell the information collected or retained to anyone.
- We only share what we know with people in the health system who we know will look after your information the way we do.
- We look after the information we hold about you and keep it secure.
- Your health record is your health record - you can see it, correct it, and know what we have done with it - just ask.
- From time to time, we may collect information about you from other health providers and health services involved in your care. Examples may include telehealth and virtual providers such as Practice Plus, and other healthcare or after-hours providers.
- If we collect information about you indirectly and you have not already been informed that this may occur, we will, where practicable, notify you. This may be done through your health provider's patient portal or other appropriate means.

What type of information is collected and how it is used?

- Information about you (such as your name, date of birth, gender, address, ethnicity, citizenship, NHI number).
- Information about your health.
- Information about the financial transactions around consultation charges.

The information collected will be:

- used for the delivery of health services by your health provider and Pinnacle
- used by Health New Zealand / Te Whatu Ora to give you a National Health Index (NHI) number or update any changes
- summary information is sent to Pinnacle and Health New Zealand / Te Whatu Ora to support both planning and general practice funding
- may be shared with your consent to specialist, public hospitals, other health providers or after-hours providers (such as Practice Plus) to support your healthcare
- used to determine eligibility to receive publicly funded services. Information may be compared with other government agencies but only when permitted under the Privacy Act.

Our obligations to you

Your privacy and the confidentiality of your information is important to us and a legal requirement.

- Your health information may be reviewed by an auditor either checking on health matters or as part of a financial audit, but only according to the terms and conditions of Section 22G of the Health Act or any subsequent applicable Act.
- You don't have to consent for your health information to be shared, however, withholding it may affect the quality of care you receive. Talk to your health practitioner if you have any concerns.
- Your privacy is our priority. We will keep your information secure and prevent unauthorised access. We work with a range of data sources and platforms, and we constantly evaluate our systems and processes to ensure we are using the latest technologies to increase security.

Right to access and correct

- You have the right to access your health information and have it corrected.
- You don't have to explain why you're requesting the information, but you may be required to provide proof of your identity. If you request a second copy of that information within 12 months, you may have to pay an administration fee to cover reasonable costs to provide that information.
- You have the right to know where your information is kept, who has access rights, and if the system has audit log capability who has viewed or updated your information.
- If asking for your health information to be corrected, your health provider should provide you with reasonable assistance. If your healthcare provider chooses not to change that information, you can have this noted on your file.

Research

Your health information may be used in research approved by an ethics committee or when it has had identifying details removed.

- Research which may directly or indirectly identify you can only be published if the researcher has previously obtained your consent and the study has received ethics approval.
- Under the law, you are not required to give consent to the use of your health information if it's for unpublished research or statistical purposes, or if it's published in a way that doesn't identify you.

Consent options

If you do not agree to have any of your information collected, we may not be able to provide health services to you. Please discuss this with your health provider if you have concerns.

Visiting another practice

If you visit another practice which is not your regular health provider, you will be asked for permission to share information from the visit with your regular health provider.

If you have a High User Health Card or Community Services Card and you visit another health provider which is not your regular practice, they can make a claim for a subsidy, and the health provider you are enrolled with will be informed of the date of that visit. The name of the practice you visited and the reason(s) for the visit will not be disclosed unless you give consent. ³

Complaints

If you're not happy with the way your health information is collected or used, you can talk to the privacy officer of your health provider about your concerns. By law, all health organisations are required to have a privacy officer.

For specific questions related refer to the privacy section on the Pinnacle Website –

<https://www.pinnacle.co.nz/privacy-policy>

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