



# ŌTOROHANGA MEDICAL

Te Whare Hauora o Ōtorohanga

## OPENING HOURS

Monday  
8:00am – 7:00pm  
(Evening surgery with Dr Fernandez)

Tuesday  
8:00am – 5:00pm

Wednesday  
8:00am – 7:00pm  
(Evening surgery with Dr Francisco)

Thursday  
8:00am – 5:00pm

Friday  
8:00am – 5:00pm

Saturday  
9.00am – 10.00am  
Booked appointments only  
10.00am – 12:00pm acute only

Sunday  
Closed

## CONTACT

PHONE: 07-873 7079

FAX: 07-873 7078

EMAIL:  
reception@otorohangamc.co.nz

ADDRESS:  
13 Kakamutu Road, Otorohanga 3900

POSTAL ADDRESS:  
PO Box 7, Otorohanga 3900

## ABOUT OTOROHANGA MEDICAL

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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

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We aim to never turn our patients away in an emergency. 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.

### Enquiries / Information about laboratory results

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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. Please select the "nurses" option on the phone. There is also the online option of Manage My Health. This is a free service that allows you to receive your blood test results online after the doctor has seen them.

### Fees and Billing Arrangements

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Otorohanga Medical Centre is a very low cost access medical centre and our fees for a basic consultation are set by regulation and 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 this MUST be discussed with the receptionist prior to your 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 after hours fees apply for afterhours clinics.

### ACC

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There is a \$20 surcharge for the first ACC consultation for those aged over 18 years (\$15 for a follow up appointment) during



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. Ask reception for sign up information.



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.

#### OTOROHANGA MEDICAL – DOCTOR HOURS

Dr Russ Fernandez	5 days (Monday - Friday)
Dr Joyce Wong	4 days (Monday - Thursday)
Dr Michael Becker	1 day (Fridays)
Dr Bhanu Sivakumar	4 days (Mon, Tues, Thurs, Fri)
Dr JoAnn Francisco	4-5 days (Mon, Tues, Wed, Fri, and alternate Thurs)
Dr Cheryl Ruarau	Tuesday: 8:30am – 12pm Wednesday: 1pm – 5pm

#### SERVICES AVAILABLE

- **X-ray or Ultrasounds with Hamilton Radiology.** Hamilton Radiology runs a clinic here at 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 are open between 8am – 1pm and again at 1:30pm - 3:45pm. Their waiting area is beside the Pharmacy. Patients will need to knock on the Pathlab door, take a number and then take a seat. All Pathlab appointments are walk in.
- **Express Pharmacy**  
Express Pharmacy is open between 8:30am and 5pm. Unichem Pharmacy is open for Monday and Wednesday evening clinics, as well as Saturday mornings.
- **After Hour Clinics**  
Otorohanga Medical Centre offers two evening clinics, (Mondays and Wednesdays), and one Saturday morning clinic. Evening clinics are for booked appointments only. Nurse appointments are also available during the evening clinics. 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.*