

## Welcome to Halswellhealth

Halswellhealth is a modern General Practice facility offering services from 3 sites (Ensign Street, Longhurst Health and Prebbleton) in South West Christchurch. Patients enrolled with Halswellhealth and are able to attend any of our locations. Our patient management system is shared across all 3 sites so our team have full access to your medical records.

Our GPs are based either at Ensign Street/Longhurst or Longhurst/Prebbleton. Patients are enrolled with a named GP but if their GP is unavailable, they can see other GPs at the practice.

Please see our website for comprehensive information on the services we offer. The following information relates to how we work and some of the fees that apply.

### First appointment with your enrolled GP

For patients over the age of 18 a 30-minute appointment is necessary for the initial consultation. This allows your GP enough time to assess your previous medical history and medical needs. The cost is noted on the fees section on our website <https://halswellhealth.co.nz/patient-info/fees-list-2025/>

### Appointments

- Standard Appointments are 15 minutes.
- Please book a longer appointment if more than one member of the family is attending the consultation as a patient, or if there are multiple issues to discuss.
- Missed appointments may incur a fee.
- If you require a driver's license renewal or an insurance medical, then please make an appointment via our reception team as more time is required for these.
- Fees for some appointments such as driver's license renewal, travel or employment medicals are higher than our standard fee as they are not a subsidised consultation.

### Triage/phone consults

- If you are seeking medical advice via the phone from our GP and nursing team charges apply.
- As a guide a very brief interaction will not incur a fee. Phone advice taking more time will incur a fee of \$22-
- \$44. The cost is noted on the fees section on our website <https://halswellhealth.co.nz/patient-info/fees-list-2025/>
- If you are triaged to an acute appointment, you will not be charged twice.

### MyIndici portal

**MyIndici portal registration will be available to you once you have completed your new patient appointment with your GP. Please note that you will need to show photo ID to register.**

Halswellhealth encourages patients to use our patient portal. The portal is a secure way of communicating health information, such as test results, and enables you to interact with the practice. There is no cost to register for this service.

- The portal is for brief interactions with your clinical team and to convey results.
- The portal messaging function is not suitable for making appointments and your GP will not respond to these messages.

- It is also not suitable for urgent issues as the messages are not checked every day by your GP. GPs do not check these messages out-of-hours, including weekends.
- When your GP is on leave you will be unable to send them messages.
- Tests and investigations arranged by a specialist may not be available on the portal.

### **Portal charges**

- Brief interactions will generally not incur a fee.
- If your GP or nurse is expected to sort an issue for you via the portal then charges apply. This includes time taken to read long messages and respond to messages.

### **Prescriptions**

- We offer a repeat prescribing service which is at the discretion of the prescribing GP.
- Not all medications are suitable for repeat prescribing.
- New patients need to have an appointment with the GP before any medications are prescribed.
- Urgent prescriptions will be completed on the same day if received before midday or the following day if after midday.
- A routine prescription will be issued within 3 **working days**.

### **Test Results**

- Our main / preferred method of communicating test results is via our **MyIndici patient portal**. When the GP has seen and filed these results, they will be available to view. Most results will be filed within 48 hours of being received, although some results may take significantly longer. Occasionally, your GP may choose to contact you by phone or request that you make an appointment to discuss more significant, abnormal results.
- **For patients not registered on the Myindici portal** we will only communicate significant, abnormal results. Abnormal results will generally be communicated via phone or patients may be asked to make an appointment to discuss results. Occasionally txt or email is used to convey results, if appropriate.
- Patients can ring the practice, email the nurses([nurse@halswellhealth.co.nz](mailto:nurse@halswellhealth.co.nz)) or message the nurses via the portal to request results.
- **Hospital and Specialist results** are not routinely received by the GP team. If you require us to follow these up for you there may be a fee incurred. We recommend patients contact the hospital or specialist team who ordered the test, to access their results.

