



The New "Normal"

What a change we've all been through since our last newsletter.

We've made lockdown loaf, danced in PPE, we're wearing scrubs now (which we hope you love as much as we do),

we've gone through a hundred emotions in a matter of hours, we've all sighed at the constant barrage of information coming from a system unused to a pandemic, let alone a virus nobody even knew about, but we've all come through it. Your healthcare team at Hauora Health is thrilled to be getting back to normal – ish.



Hauora = Health and Wellbeing

Now I know, we do write to you quite a bit. If you don't like it, that's ok, click the unsubscribe link at the end of this newsletter and you will be automatically removed from our mailing list.

But having been around the paddock a few times and being patients ourselves, we know how important good communication is. This is why we write these newsletters; we're excited about your health and in helping you lead your best life, a healthy life, a life where you get on and do the things you enjoy and know that we're here when you need us. That when you have a bad day because your health has taken a knock, you'll find a smile and a friendly, kind and caring face here at Hauora Health.



However, we aren't just here for when your health takes a turn for the worse, we're here to help you make the most of life. That is why we encourage you to be pro-active about your health; have your cervical or breast screening done, come and see the GP to chat about your prostate, see the nursing team about having a healthy heart, get a diabetes check, work on your cholesterol, waist-line, alcohol intake and have your vaccinations on time. We promise to do all of these things in a non-judgmental way, to be accepting and respectful of all personal beliefs, culture and ways of life. But we will ask you about these things, because we believe in looking after your health today, tomorrow and for your future.



Life at Alert Level 1

Thanks to everyone pulling together, we have pretty much said goodbye to COVID-19 (for now at least). Whilst we have been fairly lucky here in the top of the south, we are anticipating a winter full of respiratory viruses where there will be some difficulty differentiating a flu or bad cold from COVID-19. We will still have to swab people suffering from some respiratory symptoms.

We want to keep everyone as safe and healthy as possible. To that end, we are still asking everyone COVID screening questions when booking appointments. Anyone who has respiratory symptoms (including but not limited to cough, sore throat, runny nose, loss of taste or smell, with or without fever) will be offered appointments between 1-3pm. This timing enables us to treat these patients as safely as possible whilst keeping contagion to a minimum. It also gives us enough time to process swab samples before laboratory collection.

Patients seen with suspected COVID-19 are still entitled to free consultations as we are able to claim via the DHB for your consultation.

If you have any of the above respiratory systems, please call us to book an appointment, don't just turn up! When you come for your appointment you will be either directed to the ambulance bay or into the isolation room so as to minimise risk to other patients.

Appointments – in person or virtual

Thank you to everyone who helped us with minimising in-person contact during alert levels 3 and 4. Virtual consults were a resounding success despite being a bit of a steep learning curve for some.



At alert level 1, we are seeing most people in person but we continue to offer phone and video consults for those who would like them. Consults by phone or video enable you to sit in the comfort of your own home chatting with your GP, avoiding the pressures of town traffic, parking spaces or waiting for the GP here in the waiting room. Of course, there are some things we just need to see you for. As a basic rule, anything that needs a close inspection, pushing and prodding or listening to, then we'd like to see you in person.

Evening Appointments

We know that it's hard to find the time to see the GP or nurse, or maybe you want both partners to be there for your child's immunisation or you just can't get away from work during the day. That's why we're making it easier than ever before to see us outside of the traditional business hours. From Tuesday 21st July, we will be offering evening clinics now on Tuesdays **and**

Thursdays from 5–8pm. You can book appointments for these clinics through the patient portal or just give us a call.

Preventative treatment and Pro-active Management

During alert levels 2–4, we stopped asking people to come in for preventative treatments or screening. We are now back to business as usual so if you think you are due a blood test, cervical smear, breast screening, diabetes review or blood pressure checkup, please call or email the nursing team.

Like bears coming out of hibernation, we have all come out of lockdown a little bit different. We saw some wonderful attitudes from people; getting their fitness up, cycling with their kids, painting that room that's been on the back-burner for a while and some people may have over-indulged a little. Now we are not judging anybody here. There have been a few quarantine kilos added to a few of us too, not to mention a few too many glasses of wine. That is all normal, it's our body's protective mechanism kicking in to comfort us when everything seems out of our control. But let's take this opportunity of life getting back to some semblance of normal, to freshen up our health as well as our haircuts.

Come and see us for a general health check, book your cervical smear, get your age 45 or 65 tetanus booster. People aged 65–81 can get a shingles vaccine if they haven't had one before, all free. All patients with diabetes can get a free checkup post-lockdown. Any women who have conceived during lockdown (or any other time) are entitled to funded 1st trimester pregnancy care with their GP.

These things are in place to help you proactively manage your health. Please make use of them.

Our New Team Members

General Practitioner

Sarah Richards

We are very happy to welcome Dr Sarah Richards who joins us from Tahuna Medical Centre. Sarah brings a wealth of knowledge from her years in General Practice and has special interests in skin cancer



medicine, minor surgery and lifestyle medicine.

Practice Nurse

Emma Nikolajenko

Nurse Emma Nikolajenko joins us fairly new to Practice Nursing and will start by working alongside Paige and Sarah. Emma has nursed in the UK and New Zealand, in the community and in short-stay units, specialising in intravenous therapy and on surgical teams.



Practice Nurse

Milly Cooper

Milly joins our team having mainly worked in Urgent Care and Sexual Health since completing my Nurse training at NMIT in 2002. I have a special interest in Pasifika and Women's health. I am Mum to three rambunctious boys, an avid op shopper and novice mountain biker.

Getting your Blood Tests



Medlab reports that its staff and clients have enjoyed having appointments for blood tests rather than the usual packed waiting room and uncertainty of not knowing if you've come at a good time or not. They still plan on keeping blood test bookings in place throughout alert level 1 and beyond.

To book an appointment, please call [0800 633 522](tel:0800633522) or **0800 MEDLAB**.

All blood test forms will be sent from us electronically to Medlab so you won't need to have a lab form with you. You can also turn up to any Medlab in the Nelson/Tasman region due to the electronic referral system.

MyIndici Patient App

The MyIndici Patient Portal and App allows you to take more control of your healthcare. As well as booking appointments with GPs or Nurses, you can also see your test results, message your GP and review trends in your vital signs such as weight and blood pressure.

[MyIndici](http://www.myindici.co.nz) is available on the internet (www.myindici.co.nz) and, if you have a smart phone, you can download and use the MyIndici app. Just click the buttons below to download the app onto your phone.



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