

# Information



## Welcome to Shortland Health

Thank you for entrusting your care to us. We are committed to providing excellent health services in a cost-effective manner.

This sheet gives you instant access to important information regarding our medical practice. Please keep it in a safe place.

### Services

Our clinical team can assist you with all of your healthcare needs. We pride ourselves on modern, convenient and continuous care.

Services include:

- + Regular Checkups
- + Women's Health
- + Family Planning
- + Minor Surgery
- + Repeat Rescriptions
- + Referrals
- + Ear Clinic (Microsuctioning)
- + Telehealth
- + Men's Health
- + Pregnancy Care
- + Travel Medicine
- + Immunisations
- + Sexual Health

Our team speaks English, Hindi, Gujarati, Punjabi, and Māori.

### Doctors

Dr Hemant Kheterpal, Dr Avani Karl

### Nurse Practitioner

Monique Pearce

### Nurse

Kylie Norrie

### Fees

#### Registered Patients

0 — 13 Years	\$0.00
14+ Years	\$48.00
Extended Consult (30 Minutes)	\$96.00

Phone Consultation	\$48.00
Chat Consultation	\$41.00
Nurse Consultation	\$30.00

#### Casual Patients

0 — 13 Years	\$40.00
14 — 17 Years	\$65.00
18+ Years	\$65.00

#### CSC Holders

0 — 13 Years	\$0.00
14 — 17 Years	\$13.00
18+ Years	\$19.50

All prices include GST.

### After Hours Care

Triage nurses are available after hours. If you need assistance during this time, please call **(09) 281 0332**.

Our triage nurses will be able to provide advice or direct you to any other services you may need.

### Enrolment

Enrolling is free and voluntary. If you choose not to enrol you can still receive health care services from your chosen GP, general practice or primary health care services provider.

Advantages of enrolling are that your visits to the doctor will be cheaper and you will have direct access to a range of services linked to the PHO.



You can access your test results via our digital health app or by calling the practice on (09) 281 0332. Please ask reception staff for our app FAQs or instructions should you require these.

## Appointments

Please ring **(09) 281 0332** to book an appointment. You can also do this online via our digital health app — Well Revolution (available from Google Play and the Apple Store).

Every effort will be made to accommodate your preferred time. However, emergencies will always be given priority. Our reception staff will attempt to contact you if there are any unforeseen delays or if your GP has been called away.

Extend consultations are available.

## Payments

Fees are payable at the time of consultation.

We accept eftpos, visa, mastercard and online payments.

Paywave is also available.

Fees for enrolled and registered patients are subsidised by the Government for various age groups and services costs are listed at the practice. If you have any queries, please contact reception. They are always happy to help.

## Repeat Prescriptions

We are happy to issue repeat prescriptions. However, we ask that you give us advance notice — 48 hours' warning being the minimum. Repeat prescriptions do incur a charge (\$28) and the doctor may need to see you prior to issuing for clinical and/or legal reasons — especially if you are not seeing your regular GP. You can order these via our digital health app, by calling **(09) 281 0332** or emailing [reception@shortlandhealth.co.nz](mailto:reception@shortlandhealth.co.nz). Please ask our reception staff for more information.

## Digital Health App

Our digital health app lets you get same-day service without making an appointment.

Chat consults, appointment bookings, prescriptions, and lab results are now all available from one place — your phone. Ask reception for more information.

## Chat Consults

Chat consults work like other messaging apps (such as Facebook Messenger and WhatsApp), but they are more secure. You can start a private, secure conversation anytime, anywhere within the app. Your message is sent directly to our clinical team, and the app will notify you as soon as they respond.

## Personal Information

Your medical record is a confidential document.

It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised staff members.

## General Information:

**Shortland Health**  
Level 4, 51 Shortland Street  
Auckland 1010  
New Zealand

Our medical practice is located on level four.

Please take the escalator (or elevator) found at ground level to reach us.

**Please dial 111 in emergencies.**

Monday to Friday — 8AM to 5PM  
Weekends — closed

Phone: (09) 281 0332  
Email: [reception@shortlandhealth.co.nz](mailto:reception@shortlandhealth.co.nz)

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