

let's talk about

... health

Let's Talk About Health is a regular column produced by MidCentral District Health Board. If you have any feedback or suggestions for future topics, please phone (06) 350 8945 or email [communications@midcentraldhb.govt.nz](mailto:communications@midcentraldhb.govt.nz)

MidCentral District Health Board

## IN AN EMERGENCY DIAL 111 But if You Are Seeking Urgent or After-Hours Health Care...

### WHAT DO I DO?

**1** Ring **Healthline 0800 611 116** – a confidential, free phone and triage service staffed by registered nurses. It's available for everyone at any time of the day or night.

**2** Ring your **general practice (GP) team**. This team knows you and your family best, and can work out who can help you with any current or ongoing health issues. Some are now offering acute clinics staffed by clinical nurse specialists.

**3** Go to an **accident and medical (A&M) centre** – a one-stop shop for urgent care and they have x-ray facilities.

- **City Doctors**, A&M centre at 22 Victoria Avenue, Palmerston North. City Doctors is open 8am to 10pm seven days a week, including public holidays.
- **Radius Medical, The Palms**, A&M centre in Ferguson Street, Palmerston North, has extended hours and welcomes walk-in patients. The Palms is open 8am to 7pm Mon–Fri and 9am to 6pm Sat & Sun and public holidays.
- Palmerston North-based general practices after 5pm weekdays and all practices in the MidCentral district from 7pm each day, use either The Palms or City Doctors as their after-hours service.
- General practices in Feilding, Dannevirke, Levin and Otaki run some extended hours services in evenings and weekends. Phone your general practice team for details. Additional charges generally apply. Make sure you ask the A&M centre to liaise with your GP about your visit.

**4** Go to the **Emergency Department (ED)** – the regional trauma and emergency centre at Palmerston North Hospital. Unlike your GP team, ED does not have appointment times. Patients are taken on a most-serious-basis first. If your illness/condition is not considered life threatening or serious, then you may experience a longer wait to be seen.

### UNSURE WHERE TO GO

Ring Healthline 0800 611 116 who will help you decide.

### WHO DO I PHONE & WHEN?

#### IN AN EMERGENCY DIAL 111

- If you need medical help during business hours and it is not an emergency, phone your general practice team at the usual number.
- If you don't have a GP or need more immediate help, visit City Doctors or The Palms, or call the free Healthline service 0800 611 116.
- If you need medical help on a weekend, public holiday or at night, phone your general practice team first, or City Doctors (06) 355 3300 or The Palms (06) 354 7737, or call the free Healthline service 0800 611 116.
- In an Acute Mental Health Emergency 0800 653 357.

### EMERGENCY DEPARTMENT (ED)

When you arrive at ED, a triage nurse will assess your illness or injury and prioritise your condition to ensure that you receive the right care at the right time.

In some cases, the nurse may suggest that you see your GP/family doctor if you do not require emergency treatment.

Patients in ED are seen upon urgency. Critically ill people are seen immediately. You may have to wait longer if your condition is not life threatening or serious.

From  
1 July 2011  
to 30 June 2012

**39,500**

people  
attended the  
Palmerston North  
Hospital  
Emergency  
Department.



Prevention is better than cure – keep on top of your health issues to prevent the need for urgent care.

Don't let those prescriptions lapse.

Don't leave things too late. Book that appointment with your general practice team. They have a range of health professionals to help you.

Not enrolled with a GP? Contact Central PHO (Primary Health Organisation) on 0800 55 56 57.

Do it now, don't wait until you or family are acutely ill.

Interested in learning more about these health functions go to:  
[www.midcentraldhb.govt.nz/HealthDisability/](http://www.midcentraldhb.govt.nz/HealthDisability/)