

Worried?

Do not delay finding medical care

Healthline is a free, confidential, 24-hour telephone health advice service for all the family. Call 0800 611 116. Healthline's registered nurses ask you questions about the symptoms, condition or illness you are ringing about. They will recommend the best thing to do and can arrange an interpreter.

Community Services Card

A Community Services Card will help you with some costs, such as GP visits, prescriptions, out-of-hours private visits by doctors, glasses for children aged 15 years-and-under and emergency dental care at the hospital and some dental clinics.

Language support

All hospitals have interpreters free-of-charge. You must ask before your appointment so an interpreter can be booked. Tell your GP if you need language support before your appointment.

Complaints

You have the right to be treated with respect by health providers. If you have concerns or wish to make a complaint, contact the organisation that provided your care or the Health & Disability Commission.

► **National freephone: 0800 112233**

Health Websites

To get trusted health information, go to:
www.healthnavigator.org.nz

For health information in other languages, go to:
www.healthed.govt.nz

To find a health provider, go to:
www.healthpoint.co.nz

Costs and other support

General Practitioner (GP) /family doctor	Enrolled adults: cheaper costs apply Casual/registered adults: higher costs apply Children under 14: free or low cost – check eligibility: www.health.govt.nz/eligibility
Public hospital or specialist (including emergency department)	Free – check eligibility: www.health.govt.nz/eligibility
Hospital interpreter (request before your appointment date)	Free – check eligibility: www.health.govt.nz/eligibility
Accident and Medical Clinic	Costs apply
Prescription	Adults and children over 14: \$5.00 for each item Children under 14: free Some medicines may cost more – check eligibility: www.health.govt.nz/eligibility
Maternity care (midwife, public hospital)	Free – check eligibility: www.health.govt.nz/eligibility
Tests Scans (e.g. ultrasound), blood tests, cervical screening Breast Screening (mammogram)	Costs may apply – ask your GP BreastScreen Aotearoa is a free national breast screening programme for women aged between 45 and 69 years
Ambulance Accident Medical emergency	Free, if covered by Accident Compensation Corporation (ACC) and if you meet the criteria. Charges apply, visit www.stjohn.org.nz or call 0800 785 646
Dentist	Under-18: free – check eligibility: www.health.govt.nz/eligibility Adults: costs apply
Specialist doctors and private hospitals	Costs apply. Specialists start from \$150 for a first consultation

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This resource is available from healthed.govt.nz or your local Authorised Provider

Te Whatu Ora
Health New Zealand

**The New Zealand
Health System**

Family doctor (GP)

A family doctor or general practitioner (GP) is a doctor who looks after the health of all the family. Your GP is the first person you should visit if you are worried about your health or the health of your family.

GPs are found at medical centres. Practice nurses and other health professionals also work there. GPs will help you find specialist services at hospitals and other health services in the community.

It is important to enrol with your GP. There will be a lower cost if you enrol. Tell the receptionist if you need an interpreter.

If the medical centre is closed during the weekends or after-hours, go to a private after-hours accident & medical (A&M) clinic. There will be a higher cost for this service. If they are unable to treat your illness or injury, they will refer you to a hospital emergency department (ED).

Check eligibility, visit www.health.govt.nz/eligibility

For more information about enrolment, visit www.yourlocaldoctor.co.nz

Pharmacist/chemist

When you visit your doctor you may be given a form for some medicine. This is called a prescription.

Take this to a pharmacy.

The pharmacist will explain when and how to use the medicine. There will be a cost.

To find a community pharmacist, visit www.yourlocaldoctor.co.nz

Other health services

Dentist

Free basic dental service is available to children from birth up to their 18th birthday. This is arranged at schools. Ask at your school to enrol your child. Dental services are not free for adults. Staff at Work and Income New Zealand will give you information on how to get financial assistance for some dental services. Some hospitals offer emergency pain relief dental treatment for a cost.

Optometry

Some optometrists and opticians can give free eye checks and glasses to former refugees. Speak to staff at Work and Income New Zealand about how to get financial assistance for these services.

Maternity

When you are pregnant, you are eligible for free care during your pregnancy and for six weeks after your baby is born. Go to your GP and they will help you choose a Lead Maternity Carer (LMC). This can be a midwife or an obstetrician. After your child is born, a Well Child provider will support you and your baby for the first five years.

Public hospitals

All major New Zealand towns have a hospital. If you need to see a specialist at a hospital, your regular GP will arrange an appointment. This is called a 'referral'. There will be a wait unless it is an emergency. You will get a letter with an appointment date and time. Most hospitals expect you to ring and confirm the appointment. Hospitals have free interpreting services. If you want an interpreter, check that one has been booked when you confirm your appointment.

Emergencies

Emergency department

If you are seriously ill or injured you may need to go to the emergency department (ED) at your closest hospital.

Dial 111 for an ambulance. Use of an ambulance is for emergencies only. You may need to pay.

Examples of an emergency could be if you:

are very sick

have severe chest pain

have a serious injury

are not breathing well

are very concerned about the health of your child

have severe abdominal/ stomach pain

have been injured in a car crash