



**Hello from Blockhouse Bay Medical Centre!**

**Welcome to Alert level 2!**

New Zealand have worked as a team during the past few weeks of lockdown with Covid-19. Now we hope to sail through level 2 and safely to level 1 with determination and safety of all. We are doing well, let's keep it up!

Blockhouse Bay Medical Centre would like to thank you all for your patience and your co-operation with the medical team and health advise to-date.

## We're here for you

We wanted to let you know we are here for you and your family's medical needs. And, how we will continue caring for you in the future.

Recently, we have been working hard changing the way we bring health care to you, to keep everyone safe, and to make sure your health needs are met.

We would like to keep you updated with how we can help you.

**We are open and you can still have an appointment with your doctor or nurse – just a little differently.**

**Depending on your needs, our team will either provide the care you need with a phone consultation, virtual or face-to-face consultation.**



We know you and your medical conditions very well, and in some cases have been treating you for many years. We are here to continue looking after your health, no matter which level of lockdown we are in.

Please phone us as you normally would for help with a health condition. Our doctors or nurses will decide the best way to care for you, including asking you to come into the clinic if they think you need to.

## At Level 2- Almost all our Medical services are back up and running.

While the way we book and have appointments is a little different, most of our general practice (GP) services are available, including:

- Minor skin surgeries
- Skin cancer checks
- Adult and childhood immunisations
- Flu vaccinations
- Womens' and Mens' health check
- health screening for cervical cancer, breast cancer, diabetes and heart disease
- Contraception.
- Chronic care management
- Specialised nurse clinics for chronic/multiple medical conditions

It's also important for your children to get their full **childhood immunisations and boosters** – these are given at set childhood ages, keep up to date and give us a call.

We have sufficient stock of **flu vaccine**. Please *give us a call to book an appointment for your injection.*



## Our practice is safe for you

We understand with COVID-19 that some people are feeling anxious about coming to the medical centre, right now.

**Your safety is our priority, and we take our responsibility to care for our patients, staff, and the community seriously.**

We have made sure our practice is safe for you to visit when you do need to come in for a consultation. Things might be a little different when you arrive though. We ask you to call from the carpark or wait outside so we can prepare for you to come in.

When you come in, you may be seen in a different room and we may be wearing protective equipment such as a mask. This is to protect you and us. We request that you wear a mask also when you come into the practice.

The extra screening and processes we have in place are there to protect you and your bubble. We appreciate your patience with our teams during the time when we all have to adjust to the current situation.

## Looking after your health and wellbeing

COVID-19 is changing our daily lives and it is normal to feel anxious. It's important to look after you and your whanau's health and wellbeing as **we get through this – together**. There are small steps you can take to improve your mental health and that of those around you. There are some great tips on the following website.

### National helplines

Lifeline (<https://www.lifeline.org.nz/>) Ph: 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)  
Mental Health Foundation ( <https://www.mentalhealth.org.nz/get-help/in-crisis/helplines/> ).  
Suicide Crisis Helpline – 0508 828 865 (0508 TAUTOKO)



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