

I have been offered the opportunity to leave and wait for a Clinician to phone me for a virtual consult – why?

With the Omicron variant of COVID-19 now being in the community, we are currently experiencing high presentation numbers. In order to manage this well, and to keep good social distancing, some patients are being asked whether they would like to return home to wait for a video or phone (virtual) consult.

What to do if you feel more unwell:

If you feel more unwell while you are waiting, please contact us on 0800 359 952 and we will have a clinician re-assess you over the phone.

If you are having a medical emergency dial 111.

What will happen next:

You will be called by a Clinician who will complete a virtual consult. Or if there is a long wait you may receive a text message with a virtual consult appointment time for the following day (note: the text may come from a blocked/anonymous number). You cannot respond to this text.

If you have not heard from us within four hours, please call 0800 359 952 to arrange a virtual consult appointment time.

Please be aware that normal charges will apply for this consultation. An invoice will be sent to you after the virtual consult. A copy of our fees can be found overleaf.

What do I do if I want to cancel my virtual consult?

Please call us on 0800 359 952 if you want to cancel your consultation.

Patient Fees

	WEEK DAY Monday to Friday 8.00am – 6.00pm		EVENING / WEEKEND Monday to Friday 6.00pm – 11.59pm Weekend & Public Holidays 8.00am – 11.59pm		AFTER MIDNIGHT Monday to Saturday 12.00am – 8.00am	
	Enrolled Patients	Non Enrolled Patients	Enrolled Patients	Non Enrolled Patients	Enrolled Patients	Non Enrolled Patients
Adult						
Adult Medical Consult (Non CSC*)	\$70.00	\$85.00	\$85.00	\$100.00	\$90.00	\$105.00
Adult Medical Consult (CSC)	\$48.00	\$63.00	\$59.00	\$74.50	\$64.00	\$79.50
Adult Accident Consult (ACC)	\$55.00	\$70.00	\$70.00	\$85.00	\$75.00	\$90.00
Adult Accident Consult (ACC + CSC)	\$18.50	\$18.50	\$18.50	\$18.50	\$18.50	\$18.50
Adult Return Visit Accident (ACC)	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00
Adult Return Visit Accident (ACC + CSC)	\$18.50	\$18.50	\$18.50	\$18.50	\$18.50	\$18.50
Extended Consultation	Determined by length of consult and date of visit. Between \$70.00 - \$184.00		Determined by length of consult and date of visit. Between \$85.00 - \$199.50		Determined by length of consult and date of visit. Between \$90.00 - \$199.50	
Youth (14 – 17 years)						
Youth Medical Consult (Non CSC*)	\$55.00	\$70.00	\$70.00	\$85.00	\$75.00	\$90.00
Youth Medical Consult (CSC)	\$38.00	\$53.50	\$53.50	\$69.00	\$58.50	\$74.00
Youth Accident Consult (ACC)	\$50.00	\$65.00	\$60.00	\$75.00	\$65.00	\$80.00
Youth Accident Consult (ACC + CSC)	\$12.50	\$12.50	\$12.50	\$12.50	\$12.50	\$12.50
Youth Return Visit Accident (ACC)	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00
Youth Return Visit Accident (ACC + CSC)	\$12.50	\$12.50	\$12.50	\$12.50	\$12.50	\$12.50
Child (6 – Under 14 years)						
Medical Consult (Non CSC*)	\$43.00	\$58.50	No Charge		No Charge	
Medical Consult (CSC)	\$38.00	\$53.50	No Charge		No Charge	
Child Accident Consult (ACC)	No Charge		No Charge		No Charge	
Child Return Visit Accident (ACC)	No Charge		No Charge		No Charge	
Child (Under 6 years)						
Child Medical Consult	\$22.50	\$38.00	No Charge		No Charge	
Child Accident Consult (ACC)	No Charge		No Charge		No Charge	
Child Return Visit Accident (ACC)	No Charge		No Charge		No Charge	
Non Eligible** (Adult, Child & Youth)						
Non Eligible Medical Consult	\$170.00		\$185.00		\$190.00	
Non Eligible Accident Consult (ACC)	\$130.00		\$150.00		\$155.00	
Non Eligible Return Visit Accident (ACC)	\$95.00		\$110.00		\$115.00	
Other Fees						
ECG (with Consult)	\$30.00		\$30.00		\$30.00	
ECG (just ECG)	\$45.00		\$45.00		\$45.00	
Blood Test Fee	\$15.00		\$20.00		\$15.00	
Sexual Health (Under 21)	\$20.50		\$20.50		\$20.50	

***CSC**
Community
Services Card.

Adult and Youth ACC claims: Should your ACC claim be declined you will be required to make an additional payment for your treatment and any equipment provided to you.

**Certain Non New Zealand Residents may be eligible for a lower fee under the Health and Disability Services Eligibility Direction 2011. Please ask our reception staff about your eligibility status.

*Prices as at March 2022