



# Harper St Health Newsletter

Kia ora and Welcome to our Summer Newsletter.

Firstly, we would like to thank you all for your patience as we all come to terms with the current Covid environment.

## **Covid-19 Vaccinations**

To all of you that have received your COVID vaccinations THANK YOU. Anyone who is yet to receive their COVID vaccination and has questions or anxieties about this, please reach out to us for further information.

## **Our Service to our community**

We remain OPEN throughout all COVID restrictions, however the way in which we deliver health care to our community has changed. We now offer face-to-face, telephone and video consultations.

## **Video Consultations**

We use doxy.me to carry out our Video Consultations. No downloads or apps required. If you have a computer or device with a microphone and camera, that uses Chrome or Safari as its browser, you can request a video consultation. We will talk you through your first appointment and email simple instructions to follow.

## **Red and Green Streaming**

At Harper St Health your safety and well being is our priority. In this era of COVID-19 we recognise that medical centres overseas have been a place of transmission of the virus, but we can assure you that we are going to great lengths to ensure that this does not happen here.

Any one with a cough, cold, sore throat, fever runny nose (even if only a sniffle) could potentially have COVID-19 and therefore would need to be classified in our Red Stream. Patients seeking help without any of those symptoms are classified as Green Stream. For the well-being of all patients and staff, please help us by letting reception know briefly what your visit is in relation to and disclosing any symptoms that put you in the Red Stream to our receptionist.

If you come with an escort, they cannot come in if they have any cold or flu like symptoms.

This process is to ensure that Red Stream and Green Stream patients do not cross over and is to limit the risk of cross infection.

The Red and Green Streams only apply to face-to-face consultations.

Regardless of whether you are Red or Green you are kindly asked to wear a mask or use a face covering if you are attending Harper St Health. To keep those with a mask exemption safe, you will be classified as Red Stream

### **Red Streaming**

If you have any cough, cold, runny nose, sore throat, or fever you will be put into the Red Stream. Whilst we realise that the incidence of COVID 19 is currently low, we are still taking very strict measures. Most Red Stream patients will be offered a COVID 19 test.

One of our clinicians will be looking after all Red Stream patients each day and will be seeing them as a carpark consultation if a face-to-face consultation is required. Our clinician will be wearing PPE. The Red Stream patients cannot access other parts of the building (please use your bathroom before visiting). Our Red Stream patients will have to pay online or via credit card as they will be unable to pay at reception.

Any patients wanting a COVID 19 swab will be put into the Red Stream if they meet the case definition.

Harper St Health will very soon have a portacom located in our carpark which will be used for Red Streamed consultations as required and cleaned down between patients.

### **Green Stream**

If you have an issue that is not related to cough and cold symptoms you are in the Green Stream. Please wait in your car until your appointment time, and the clinician will come and collect you when it is your time to be seen. Your clinician will be wearing a mask and possibly gloves and a face shield. Please do not bring additional people with you unless you really need support. All escorts will need to provide contact tracing information.

You will be taken to the consultation room directly, which will have been cleaned between patients.

You will be able to pay at reception on exiting the building. We do prefer contactless methods of payment.

### **Manage My Health Portal**

*Manage My Health Portal has a new colour theme and continues to offer the same functions*



Currently we have the Manage My Health Appointment Booking Tool closed off. This is to allow for Streaming of Patients and assists in our ability to keep our community safe. All other functions are

available, and we would encourage you to use it for obtaining test results, ordering prescription, and keeping up to date with your health information.

If you are not signed up to use Manage My Health, and would like to, please call reception.

### Prescriptions

For some time now, Harper St Health has been using electronic prescriptions. This means that you will no longer receive a piece of paper as you leave the clinic and all prescriptions ordered online or over the phone will be emailed to the Pharmacy of your choice. The cost for prescriptions is now \$15.

### Christmas Hours

| Date                                     | We will be open or closed | Operating times  |
|--|---------------------------|------------------|
| Friday 24 <sup>th</sup> December 2021    | Open                      | 8.30am to 5.00pm |
| Saturday 25 <sup>th</sup> December 2021  | Closed                    |                  |
| Sunday 26 <sup>th</sup> December 2021    | Closed                    |                  |
| Monday 27 <sup>th</sup> December 2021    | Closed                    |                  |
| Tuesday 28 <sup>th</sup> December 2021   | Closed                    |                  |
| Wednesday 29 <sup>th</sup> December 2021 | Open                      | 9.00am to 5.00pm |
| Thursday 30 <sup>th</sup> December 2021  | Open                      | 8.30am to 5.00pm |
| Friday 31 <sup>st</sup> December 2021    | Open                      | 8.30am to 5.00pm |
| Saturday 1 <sup>st</sup> January 2022    | Closed                    |                  |
| Sunday 2 <sup>nd</sup> January 2022      | Closed                    |                  |
| Monday 3 <sup>rd</sup> January 2022      | Closed                    |                  |
| Tuesday 4 <sup>th</sup> January 2022     | Closed                    |                  |

**Returning to normal hrs 5<sup>th</sup> January 2022**

**The Team at Harper St Health wish you all a Safe and Happy Christmas and New Year.**

