

KEY THINGS TO KNOW

Navigating our Health System



EMERGENCIES – DIAL 111

- Life-threatening problems: chest pain/serious injury/trouble breathing.
- An ambulance will take you to the Emergency Department (ED).
- ACC may cover costs for accident injuries.
- For medical emergencies, most people pay a small fee.
- Visitors to New Zealand may pay more.



PRIMARY CARE – GP (DOCTOR) & NURSE

- For most health needs. Check-ups, prescriptions, long-term conditions, referrals to specialists, immunisations, screenings or medical certificates.
- If you are eligible for funded health care, enrol with a GP to pay less.
- Evenings/weekends, many clinics offer online or phone consultation.
- Telehealth: Available 24/7 via info.health.nz/onlineGP. Fees may apply.



PHARMACY/CHEMIST – MEDICINES & ADVICE

- Get your medicines here after seeing a doctor.
- Most prescriptions cost \$5 per item.
- You can buy over-the-counter (without prescription) medicines for colds, pain or allergies.
- Pharmacists can give free advice and treat some minor health issues.



SECONDARY CARE – HOSPITALS & SPECIALISTS

- Hospitals: surgery, maternity, specialist tests, emergency.
- You will need a GP referral, except in emergencies.
- Public care is mostly free for eligible people but can involve long waits.
- Private specialists: you can choose to pay for a specialist. It costs money but are usually faster.

USEFUL NUMBERS & SERVICES

111 – Emergencies (ambulance, police, fire)

0800 611 116 – Healthline for free 24/7 health advice (interpreters available)

1737 – Free call or text for mental health support

HealthPoint.co.nz – Find a GP, pharmacy or after-hours clinic near you



Western Bay of Plenty
Primary Health Organisation

TŪNGIA TE URURUA KIA TUPU
WHAKARITORITO TE TUPU
O TE HARAKEKE