



**CENTRAL  
HAWKE'S BAY**  
DISTRICT COUNCIL

3 April 2020

## Information about the availability of Local Medical Services and Support

This fact sheet is designed to provide you with local information about the availability of local medical facilities. COVID-19 is a rapidly evolving situation and it is important to note that this information may rapidly change.

We always encourage you to keep up to date on the most latest news and information by visiting the national website [www.covid19.govt.nz](http://www.covid19.govt.nz)

### What you need to know

#### DOCTORS

*I am feeling unwell what should I do?*

**IF IT IS A MEDICAL EMERGENCY DIAL 111**

The symptoms of COVID-19 are a cough, a high temperature (at least 38°C) or shortness of breath. If you have these symptoms and have recently been overseas, or have been in close contact with someone confirmed with COVID-19, please telephone Healthline (for free) on **0800 358 5453**.

Otherwise contact your regular GP. No walk-ins are accepted. Please phone as you normally would to make an appointment. The receptionists will take your details and have a GP or nurse phone you back. Consultations will be completed over the phone in the first instance and then the GP or nurse will decide if you need to come into the centre.

If the GP or nurse decides you need to come into the centre, someone will let you through the doors, you must sterilise your hands and maintain social distancing.

#### **TukiTuki Medical Centre**

Opening Hours: Monday - Friday 7.30am - 5pm  
Saturdays – Urgent clinic ONLY 10am - 12pm  
Phone Number: 06 858 7767

**Urgent Saturday Clinic** – this is for urgent matters ONLY.

Ring the hospital number 06 858 9090, the nurse will screen your call and advise if you need to come in. Clinic is only open between 10 - 12pm therefore you need to call before then.

#### **Takapau Health Centre**

Opening Hours: Monday, Tuesday, Wednesday and Friday 9 - 12pm, Thursday 2 - 6pm  
Phone Number: 06 855 8376

#### **The Doctors Waipawa**

Opening Hours: Monday - Friday 8.30am - 5pm  
Phone Number: 06 857 85 07

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Together we thrive! E ora ngātahi ana!

## BLOOD LABORATORY

### TukiTuki Medical Centre

Opening Hours: Monday - Friday 7.30am - 5pm  
(Last bloods/samples taken at 4.15pm)

#### Where is this? Can I get my bloods taken?

Yes, the laboratory is open and able to take bloods. When you enter the laboratory please sterilise your hands, ring the bell beside the clinic door and take a seat. Seats are spaced apart therefore only 8 people are permitted to be in the waiting room at one time.

If you are unwell please do not go in, instead return home and call your GP or Healthline.

If you are unsure, please call before going in.

## PHARMACIES

#### How do I fill in my prescription?

Call the pharmacy in the first instance to ascertain if you have a repeat. If you do not have a repeat on your script contact your doctor to arrange a prescription to be completed. If urgent the doctors will fax to the pharmacy otherwise it will be collected from the doctors and provided to your nominated Pharmacy.

If you have a repeat the pharmacy will be able to fill the prescription.

It will take 48 hours for the prescription to be filled. Please call the pharmacy before coming to collect it to confirm that it is ready for collection. This will save going to the pharmacy unnecessarily.

When collecting your script please adhere to social distancing advice and wash your hands as soon as you get home. If you are sick, please stay away and arrange for someone else to collect it for you.

If you are unable to collect your script speak with the pharmacist who will arrange for delivery of your script, this includes rural delivery.

You need to ensure that you have at least a weeks worth of medication at home at all times.

Please note: Pharmacists may need some notice to get stock in, especially if you're on something expensive/uncommonly used. Prescription fees will still apply.

#### Waipukurau Unichem Pharmacy

Opening Hours: Monday - Friday 8.30am - 5.30pm,  
Saturday 9am - 12pm, Sunday and Public Holidays CLOSED  
*Please note these hours may change.*  
Phone Number 06 858 80 60

#### Waipawa Pharmacy

Opening Hours: Monday - Friday 9am - 5pm,  
Saturday 10am - 12pm, Sunday and Public Holidays CLOSED  
Phone Number - 06 857 80 24

## EMERGENCY DENTAL WORK

The Dental Council has imposed strict guidelines on what can and cannot be done in regards to emergency dental work.

In the first instance, your dentist may be able to prescribe you pain relief and antibiotics and then they make a decision on what work may need to be carried out. Some dentists may also be able to undertake emergency denture repair.

Do not turn up to the dentist. Call ahead first. Contact these numbers if you have a dental emergency or need clarification about what they can and can't do for you:

#### BE Dental Waipukurau

Call Sam: 022 454 9783

#### Bishops Dental Surgery Waipukurau

Call Prue: 06 858 8468

#### Jenkinson S – Dental Services Waipawa

Call Steve: 06 857 81 38

## XRAY DEPARTMENT

The TukiTuki Medical Centre Xray Department opening hours:  
Monday – Friday 10am -3pm

#### What if I need an X-ray?

If you think you may require an X-ray, call your GP first to discuss. Your GP will be able to refer you for an X-ray.

## How can you stay safe and follow the rules when out and about?

- When you are visiting the pharmacy or medical centre remember to keep a distance of 2 metres from other people at all times
- Premises will be operating a 'one in, one out' rule. This may mean you need to wait outside.
- Keep your distance from other people while you are waiting and allow more time than usual for the trip
- Do not bring family members on the trip unless you absolutely must.
- Use hand-sanitizer before, during and after and wash your hands when you get home.

## Where do I find more information

- Visit [www.covid19.govt.nz](http://www.covid19.govt.nz)
- Ministry of Health website [www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus](http://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus)
- Unite Against COVID-19 – Facebook [@UniteAgainstCovid19](https://www.facebook.com/UniteAgainstCovid19)
- Central Hawke's Bay District Council Website [www.chbdc.govt.nz/our-council/covid-19/](http://www.chbdc.govt.nz/our-council/covid-19/)
- Unichem Waipukurau Pharmacy – Facebook [@waipukpharmacy](https://www.facebook.com/waipukpharmacy)
- Waipawa Pharmacy Ltd – Facebook [@waipawapharmacyltd](https://www.facebook.com/waipawapharmacyltd)
- Free Government Helpline **0800 779 997**  
(8am - 1am, 7 days a week).

*For urgent help to access essential household goods and services, call the Hawke's Bay Welfare helpline on 0800 422 923 (7am - 7pm).*

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