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NEW PATIENT INFORMATION 2025

Welcome to Waihi Family Doctors. Please read the following information to help you understand our services and policies.

New Patient appointment

As a new patient you will be invited to attend a new patient appointment. The purpose of this appointment is to take some baseline measurements (blood pressure heart rate etc), to check information (notes transferred from old GP, patient questionnaire) is entered correctly in our system, and allow you to ask questions.

GP appointments

Our appointments are a standard 15 minutes, this allows time for review of 1 -2 concerns. If you know you have several issues to discuss please ask for a double appointment when booking. Practice policy is if an appointment runs overtime, to ask the patient to book another appointment rather than inconvenience the next patients waiting to be seen. The doctors have some discretion around this but it is best to book extra time if you think it likely to be needed. If a double appointment is completed in 15 minutes you will not be charged for the extra time.

Non Funded Consultations

The New Zealand government funds GP visits specifically for the provision of health care. It does not fund appointments for medical tourism, travel vaccinations, driver licensing or sport, military or work medicals etc so additional fees apply for these services. Please discuss with our team when booking these appointments and check our schedule of fees for full information on our charges.

Urgent/Same day GP appointments

We see most patients in booked appointments but do have a few spaces for clinically urgent issues each morning. These spaces are triaged carefully by a nurse to ensure we see those with urgent medical needs are seen, ie those who are suddenly unwell or have suffered an

injury. Urgent care may be provided by our nurse, paramedic or duty doctor. These urgent appointments are not for renewal of long term prescriptions, paperwork such as filling WINZ forms, long term ARC18's or insurance paperwork.

Online portal

We can give you free access to an online portal – Manage My Health – in which you can view your test results, order repeat prescriptions and email the admin or nursing team. This is a good tool for these purposes but please do not order urgent prescriptions or use it to transmit urgent information as we do not monitor these messages all day.

Repeat prescriptions

When requesting repeat prescriptions, you can use Manage My Health, email nurses@waihifamilydoctors.co.nz, phone (07 8632112 *select 4 during the answering message to record your request*) or come into the practice and fill in the form. We ask you to allow three working days for a regular prescription and one working day for an urgent prescription (12pm cutoff).

Repeat prescriptions for long term medications are at the discretion of the treating GP – These require regular review, and if you have been in hospital or had medication changes from another specialty, your doctor will need to see you prior to providing the next script.

Our Staff

We currently have four GPs working at WFD - Dr Tineke Iversen, Dr Andy Gibson, Dr Nick Ribet and Dr Begona Catedra Castillo.

Our nursing team is led by Di Pirrit RN. Di has over 25 years of practice nursing experience and leads a team of nurses, who individually specialise in areas of women's health and diabetes management as well as immunisations and health promotion.

Our administration team are your first contact at the front desk and over the telephone. They will assist you to access our services and provide information. Practice Manager Nadiya Barr is able to help with more complicated issues.

Cost of Services

Our fee schedule is available on the website or to view in the clinic waiting room. If you require a service that is not listed please ask one of the staff and we will accommodate your request if we can.