



# Welcome to Bryndwr Medical Rooms

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 [bryndwrmedicalrooms.co.nz](http://bryndwrmedicalrooms.co.nz)  
 03 351 8169  
 378 Ilam Road, Bryndwr, Christchurch 8053

## **Opening Hours:**

Monday: 8am-5pm

Tuesday: 8.30am-5pm

Wednesday: 8.30am-7pm

Thursday: 8.30am-5pm

Friday: 8am-5pm

Closed weekends and public holidays.

The reception team is available to speak with you on the telephone from 8.30am–5pm, Monday to Friday. Outside of these times, in an emergency always dial 111; or if you need free urgent health advice please call Healthline on 0800 611 116. Healthline is available 24 hours a day, 7 days a week.

## **Appointments:**

Our practice allows 15-minute appointments for each patient. If you require an extended appointment, please let us know. To enable our clinicians to offer you the best care, they are only able to address one or two issues per visit. Please prioritise your most important issue first and you may be asked to rebook another appointment. There are a small number of urgent appointments set aside each day, so please let reception know if you have an urgent issue and they may ask a nurse to speak with you.

## **Missed Appointments/No Shows**

Please give the team at least two hours' notice if you are unable to attend your appointment so that we may offer it to another patient in need. Missed appointments will incur a charge of \$25.

## **Portal:**

We encourage all patients to utilize our patient portal on MyIndici. This online portal allows you to book appointments, order repeat medications, and access your test results.

## **Nurse Practitioners in General Practice:**

Like many practices throughout New Zealand and the rest of the world, Bryndwr Medical Rooms has Nurse Practitioners (NPs) working in the same capacity as General Practitioners (GPs). NPs provide the same care as GPs across all healthcare settings. They diagnose and treat illnesses, prescribe medications, order tests, and manage chronic conditions, just as a GP would. NPs are fully qualified, highly trained, and often have decades of experience behind them,

all of which contribute to their vital role in delivering expert medical care. You can confidently see an NP and know that they provide the same level of healthcare as a GP.

**Test Results:**

We do not routinely contact patients with normal test results. Normal test results may be accessed on your MyIndici patient portal. We will contact you if there is anything that needs attention and follow up after your test.

**Repeat Prescriptions:**

Repeat prescriptions may be provided on request without an appointment; however this will be at the discretion of your clinician. If you have not had an in-person appointment in the last six months, you will need to make an appointment for your repeat prescription. Otherwise, repeat prescription requests may be made via the MyIndici portal or by leaving a message on the repeat script line (see below).

**Script Line/Voicemail:**

We strongly encourage all patients to use the patient portal on MyIndici for ordering repeat prescriptions. We ask that only patients who are unable to use the MyIndici patient portal use this script line/voicemail option. Repeat medications will be processed at the discretion of your provider and will be completed within two working days. When making a request, please speak slowly and clearly, stating your full name, date of birth, the names of all the medications you require, and the pharmacy you would like them sent to. Any missing information may delay the processing of your request. For urgent (same-day) scripts, please speak with reception.

**Payment Information:**

Payment is expected at the time of service. We accept payment with cash, EFTPOS, Visa, Mastercard, internet banking, or the MyIndici patient portal. We do not accept cheques or American Express. Online payments can be made to the following account:

Manuka Medical Limited  
03-0854-0070774-000

Please be sure to include your surname, initial(s) and chart number in the payment details/reference areas, so that we can ensure your account is correctly credited with your payment.