

WHEN DO YOU RING 111?

In an emergency, call an ambulance:

- if you are suffering severe chest pains
- have been injured in a car crash
- if you think you have had a stroke
- are very concerned about the health of your child
- have severe abdominal /stomach pain



The Emergency Department is for **EMERGENCIES ONLY**



WHERE SHOULD YOU GO?

If you are sick you need to know the right place to go:

- 1 FAMILY DOCTOR**
Your doctor will be able to deal with most medical problems. If you don't have a doctor call **Healthline: 0800 611 116** who will be able to advise or visit: www.healthpoint.co.nz.
- 2 AFTER HOURS SERVICE**
For non-urgent, less serious health concerns when your doctor is closed - White Cross Medical Centres Ph: 836 3336 (Henderson), 828 8912 (New Lynn) or Westgate Medical Centre Ph: 833 3134
- 3 HOSPITAL EMERGENCY DEPARTMENT**
Go to the hospital Emergency Department or ring 111.

Useful info:

- You will have to pay to see a doctor. If you are enrolled with a doctor, visits and medication are cheaper
- Some doctors offer free treatment to children under 6
- Take your Community Services Card with you
- If your visit is due to an accident, tell the receptionist. This will make your visit cheaper
- The Emergency Department is free only for emergency care to New Zealand residents
- **REMEMBER: The Emergency Department is for emergencies ONLY.**

若需要本傳單的中文版本，請致電：09 442 3232。

이 안내서의 한국어 번역본이 필요하면 09 442 3232로 전화 주십시오



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FAMILY DOCTOR

For non urgent, less serious health concerns.

For non-urgent, less serious health concerns – also known as a GP.

Having a family doctor is important for your family's health. Ring your doctor for an appointment – they can normally deal with most health problems.

If your doctor is closed, their answer phone will tell you where to go.

If you don't have a doctor:

- Telephone a GP Practice near where you live and ask if you can become a patient.
- You can also get medical advice from a professional person by ringing the free Healthline service on: **0800 611 116**. Interpreters are available on this number Monday to Friday, 9.00am to 6.00pm.



Photo: Westfano Health Trust

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AFTER HOURS SERVICE

For non-urgent, less serious health concerns when your doctor is closed – White Cross Medical Centre or Westgate Medical Centre.

For non-urgent, less serious health concerns when your doctor is closed – White Cross Medical Centres and Westgate Medical Centre.

There will always be a White Cross Medical Centre open.

Ring **0800 611 111** to find out which one is open.

Check their website: www.whitecross.co.nz

The Westgate Medical Centre is open Monday to Friday 8.00am to 8.00pm and at the weekend 9am to 6pm.

Ring: (09) 833 3134.

You would go to an after-hours service if:

- Your doctor is closed, or
- You do not have a doctor
- You can also get medical advice from a health professional 24 hours a day by ringing the free Healthline service on: **0800 611 116**.



Phone: 0800 611 116



White Cross Henderson, Ph: 836 3336

White Cross New Lynn, Ph: 828 8912



Westgate Medical Centre, Ph: 833 3134

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HOSPITAL EMERGENCY DEPARTMENT

Only for serious injury or health concerns that need urgent attention or when referred by your doctor. Or ring 111.

Only for serious injury or health concerns that need urgent attention.

The Emergency Department at Waitakere Hospital is for EMERGENCIES only. It is open 24 hours a day.

Go to the Hospital Emergency Department only if your treatment requires a hospital stay or ring **111** for an ambulance for life threatening conditions, serious illnesses or injuries.

At the Emergency Department you will be seen in the order of the urgency of your problem, NOT in the order you arrive.

If your condition is not urgent you will be told to visit your doctor or an after hours service like White Cross or Westgate Medical Centre. People with less serious conditions may have to wait many hours.



Waitakere Hospital's Emergency Department is for **EMERGENCIES ONLY**