



A full range of public and private health services are available in Rotorua, with 24 hour access to emergency services.

Many health services are free or subsidised. To be eligible for free or subsidized healthcare, you must be a New Zealand citizen, a New Zealand resident, or the holder of a two-year work permit.



Family Doctors/

General Practitioners (GPs)

GPs and medical clinics are located throughout the Rotorua area, centrally and in residential areas.

To find a Doctor

A current list of Doctors and fees are available from

Rotorua General Practice Group

1115 Pukaki Street, Rotorua

T. 07 349 35 63

www.healthrotorua.co.nz

To register with a Doctor

You will need to provide your address, phone number, and the names and ages of your family.

You can choose your Doctor, and are free to change your Doctor at any time.

Medical Centres are generally open from 8.30am – 5pm, with some open during some evenings.

Language line, a telephone interpreting service is available local health clinics.

When you arrive at clinic, ask for Language line and the language you want to speak.

Healthline

If you are unsure whether you need to see a GP, you can have your condition assessed by a free 24-hour health advice service staffed by registered nurses.

Healthline

T. 0800 611 116

Family Planning

The Family Planning Clinic is located at **Rotovegas Youth Health Clinic**

1066 Hinemoa Street, Rotorua.

T. 07 343 1013

Hours: Monday and Thursday 9.00am – 12 noon

Pharmacies / Chemists

Pharmacists are trained to give advice on medicines and general health problems, and generally do not charge for their advice.

Medicines prescribed by GPs are dispensed by registered pharmacists. Although you can show your prescription at any pharmacy, repeat prescriptions can only be obtained from the pharmacy that issued your first prescription. Some medicines are subsidised by the government.

For a list of pharmacies,

See  **Yellow**

'Pharmacies' or go to

www.healthrotorua.co.nz/health-providers

Accident and Urgent Medical Care

Lakes Prime Care

corner Arawa & Tutanekei Street, Rotorua

T. 07 348 1000

Open 8:00am-10.00pm, 7 days a week.

No appointment is necessary

Lakes Care Pharmacy

T. 07 348 4385

Open 8:00am-9.30pm, 7 days a week

Dental Care

Children are entitled to receive free basic dental care from birth until the age of 18 years. Restorative treatments such as teeth straightening are usually referred to a private dentist. Dental care for adults is not subsidised by the government.

See  **Yellow**

'Dentists' or go to

Eye Care

Most routine eye care is not publicly funded. You will need to pay to see an optometrist for an eye test, or purchases relating to eyewear, contact lenses or repairs.

See  **Yellow**

'Optometrists'

Specialist Medical Care

Should you require specialist medical care, you will need a referral from your GP. The public health system is free, but you may be put on a waiting list. If you prefer a private specialist you will be required to pay all fees. An alternative is to pay for 'Hospital and surgical only' health insurance. This often includes some cover for specialists for diagnostic and post hospital care.

Hospital Care

Rotorua Hospital – Lakes DHB

T. 07 348 1199

Lakes District Health Board provides hospital care at Rotorua Hospital, corner Arawa and Ranolf Street. Services provided include medical, surgical, women's health, child health, elderly, mental health, related support services and a 24 hour Emergency Department.

Interpreting Services are available for patients.

Having a Baby

Mothers of babies born in New Zealand are eligible for free, essential antenatal and postnatal services. This covers everything from the diagnosis of the pregnancy to pre and post natal care for the mother and baby. There is no charge for hospital stays, which generally last from two to five days.

In Rotorua, woman must register with a midwife as their lead maternity carer (LMC). A list of available midwives can be obtained from a GP or from the Birthing Unit at Rotorua Hospital 07 348 1199.

The midwife will generally be responsible for delivering all maternity care services until about six weeks after the birth of the baby. Should specialist care be required, the midwife can arrange referral within the public system free of charge.

Plunket

Plunket provides free care to mothers and children under five years. Plunket Nurses; who are registered nurses with expertise and specialist postgraduate qualifications in child health, provide child health and development checks, and parenting support at your local clinic or in your home.

There are four clinics in Rotorua:

Plunket	Central	Pukuatua Street, Rotorua
Plunket	Mokoia	Vaughan Road, Rotorua
Plunket	Westbrook	Hapi Street, Rotorua
Plunket	Ngongataha	Taui Street, Rotorua

The Central Clinic also runs:

- Playgroups & Music Times, with dance and movement
- Coffee groups for:
 - Young mums under 25 years,
 - New mums with babies under 9 mths old
 - Mums with multiple births.
- Courses in: CPR (cardiopulmonary resuscitation)
- Parent education, 'Toolbox Parenting'

To make an appointment to visit any clinic, to book a course or for further information

T. 07 348 4161

The Car Seat Rental Scheme is based at the Central Clinic, 1436 Pukuatua St, Rotorua

T. 07 349 2608

Here you can rent a car seat at minimal cost, get advice on which type of car seat to use, and how to fit it correctly.

PlunketLine 0800 933 922 is a helpline that offers information, support and advice from a Plunket Nurse to parents and caregivers. You can call between 7am till midnight, 7 days a week.

PlunketLine

T. 0800 933 922

Parent Centre

Parent Centre – Rotorua

T. 07 345 3111

Parent Centres offer Antenatal, childbirth and adult parenting education.

Health Insurance

It is advisable to have health insurance, if your work permit is for less than two years or if you are an international student.

Health insurance also gives you immediate access to health care treatment for non-emergency conditions.

A range of plans are available from hospital care only to comprehensive plans providing for a range of health care needs.

Some of the main providers are:

Southern Cross	www.southerncross.co.nz	T. 0800 800 181
Sovereign	www.sovereign.co.nz	T. 0800 500 108
Tower	www.tower.co.nz	T. 0800 754 754
Health & Insurance Brokers Ltd		T. 07 855 0772
Medical & Health Insurance Brokers		T. 0800 500 113

See  Yellow
'Health Insurance'

Accident Compensation Corporation (ACC)

In New Zealand you cannot sue anyone for compensatory damages if you are injured. Instead, ACC covers all injuries whether they are suffered at work, at home, on the road, or playing sport. ACC helps fund or partially fund medical care for injuries and, when necessary, will pay a portion of a person's earnings for the period in which he or she is off work. If the injury is serious and long lasting, a lump sum payment may be made to offset the loss of wages. ACC does not cover illness.

If you have an accident, go and get treatment as soon as possible. The treatment provider fills out an ACC claim form with you when they see you, and will send the claim form to ACC for processing.

For further information

ACC

T. 0800 844 657

www.acc.co.nz

'Good Health' guide, lists health and wellbeing services in Rotorua, it is available at:

Citizens Advice Bureau

Community House,
1115 Haupapa St, Rotorua

Websites

Ministry of Health

www.moh.govt.nz

www.everybody.co.nz

Overview of the health system and consumer health

www.lakes.webhealth.co.nz

Health and Social Services In the Lakes District Health Board region