



Howick Health & Medical Centre is a five doctor practice – one male (Dr. Ray Khoo) and four female doctors (Dr. Rosamund Vallings, Dr. Hayley Wilson, Dr Amanda Sew Hoy, and Dr Ivy Chen) and a registrar doctor.

We are a teaching practice with Dr. Ray Khoo the principal teacher accredited by the Royal NZ College of GPs. You may sometimes be offered an appointment to see a Registrar (fully qualified doctor gaining additional experience in general practice).

Dr Ray Khoo

New Zealand born and trained (Auckland School of Medicine). Ray is full time and covers all aspects of family health and holds a diploma in Paediatrics and Obstetrics & Gynaecology. He also performs minor surgery on a regular basis.

Dr Rosamund Vallings MNZM

Has a vast amount of experience in general practice and holds special interests in women's health, chronic fatigue syndrome and hypnosis. She was appointed by the Queen on January 2008 a Member of the NZ Order of Merit for her services to people with chronic fatigue syndrome. She works 2 sessions per week.

Dr Hayley Wilson

She is an Auckland trained doctor and holds a diploma in Paediatrics. She has an interest in children, adolescent and women's health and is well-versed in general family medicine. Hayley is available on Tuesday morning and all day Thursdays.

Dr. Amanda Sew Hoy

New Zealand born and trained (University of Otago) Amanda joined our practice in 2014. Her special areas of medicine include women's health and paediatrics though enjoys the variety that general practice offers.



Amanda holds a post graduate diploma in children's health as well as in obstetrics and medical gynaecology. She consults on Monday afternoons and Thursday afternoons.

Dr. Ivy Chen

Started in December 2015. A well liked doctor she practises all aspects of general practice with a special interest in children's and women's health. She is fluent in English and Mandarin.

If you are unable to see your own doctor urgently, please feel free to see another available doctor. The doctors can access your notes when required to ensure continuity of care and patient safety.

Other Services:

Prescriptions: We require at least **24 hours** notice for a phone script. If you are a new patient you will be asked to come in to be assessed by a doctor. If you are elderly, an existing patient with multiple medical problems or have a complex medical problem, you may be asked to come in every 3 months for your scripts.

Cervical smears: We have an experienced nurse (Beverley) available to perform smears at a reduced rate.

Enrolment – Funding

If you are not enrolled at our practice we do not receive funding from the Ministry of Health. Therefore the consultation cost is noticeably higher at the first visit. By enrolling as a patient, we receive funding which results in a reduced cost for you. Please read the ProCare information sheets for more info. If you have any questions please call 0800 252 464 (Ministry of Health line) or ask reception.

For a full list of current charges - see front desk or go to our website www.howickhealth.co.nz



Hours:

Monday	8.30am – 6.00pm
Tuesday	8.30am – 6.00pm
Wednesday	8.30am – 6.00pm
Thursday	8.30am – 6.00pm
Friday	8.30am – 5.00pm

Housekeeping Tips

- We advise booking a 30 minute appointment for new patients with numerous medical queries. This allows the doctor to be familiarised with your medical problems, medications and have enough time to answer your questions. Please ask reception about the cost.
- Please turn off your cell phone during consultation time.
- Accounts are to be paid on the day of the consultation.
- If extra time is required, please indicate this to reception. Note the consultation time is for 15 minutes only and generally only **ONE** issue can be discussed. Any additional time spent will be charged for (unfunded 15 minutes rate). This is to ensure we will attend to your concern in a thorough manner.
- Scripts/Reports/BP checks/ECGs/Materials used/Time spent with the nurse will incur a charge – more information is displayed at the front desk and on our website www.howickhealth.co.nz. Cancellations with <12 hours notice incur a 50% charge.
- Online bookings (and cancellations) are now available on our website

After Hours Medical Care:

After Hours –advice can be obtained by calling our number 534 3978 which will direct you to a qualified nurse on our after hours service (Homecare Medical) or you can call the local A&E Centre (EastCare, 260 Botany Road, 2771516 or Ti Rakau A&E, 316 Ti Rakau Drive, 273 8980). Note the consultation costs at these centres will generally be above our rates.