

# The right care for you

Keep well for you, your whaanau  
and for your community



## Get help from the right place

Take care of you and your whaanau  
by knowing where to get help when  
you're feeling sick or injured.



### Family doctor

See your family doctor  
for all non-urgent  
health concerns.

- Long term illnesses
- Pain management
- Stubborn cold and cough



### Healthline

Call 0800 611 116 for  
free health advice from  
a nurse.

- Available 24 hours,  
7 days a week
- Interpreters available
- Health advice from  
a nurse



### Accident and Medical (A&M)

If your family doctor is  
not available, go to your  
nearest A&M clinic.

- Eye injuries
- Mild asthma
- Sports injury
- Minor illness



### Hospital

If it's a life threatening  
emergency call 111.

- Chest pain
- Head injury
- Severe blood lost
- Major accident

# Helpful tips

## **Help! I'm feeling sick, where do I go?**

Your family doctor plays an important role in keeping your family healthy. Call your doctor for health advice and to make an appointment.

## **What if I don't have a family doctor?**

Ask your friends, family and neighbours if they can recommend one nearby. You can also find a family doctor (and see their prices) at [www.healthpoint.co.nz](http://www.healthpoint.co.nz)

## **I can't get to the doctors, what should I do?**

To seek immediate health advice, contact your family doctor or call Healthline on 0800 611 116 to speak to a nurse. It's free and available 24/7. If English isn't your first language, there are interpreters who can help.

## **I can't make it to the doctors during clinic hours, where should I go?**

Your local Accident and Medical (A&M) clinic is open when your doctor is closed and you need urgent care. To find the closest A&M clinic to you, visit our website [countiesmanukau.health.nz](http://countiesmanukau.health.nz)

## **When should I go to the hospital?**

If it's a life threatening emergency, call 111. The Middlemore Hospital Emergency Department is for life-threatening conditions.



## **Unsure where to go?**

Call Healthline for free health advice from a nurse 0800 611 116