

TE ARAWA

COVID-19

RESPONSE

Fact sheet COVID-19 and healthcare

If you're not feeling well for any reason please seek medical attention and call 111 in an emergency.

- For all urgent medical assistance, you should call 111
- Medical centres and hospitals are still open and you can still access all the treatments, vaccinations and medicines you need – even at Alert Level 4.
- It's important to contact your GP if you have ANY health concerns – ignoring minor health issues can mean they become more serious. Consultations can be done in a number of ways, including phone, video, text or email, or your doctor may still see you in person.
- If you are concerned about possible COVID-19 symptoms call the dedicated COVID-19 Healthline number on [0800 358 5453](tel:08003585453). The Lakes DHB (Rotorua & Taupo) also has a COVID-19 assessment line to call if you think you may need to be tested 0800 267 847.
- For any other health concerns call the FREE general Healthline number on [0800 611 116](tel:0800611116) or your doctor.
- If you need to seek medical attention call your doctor or hospital first as you may need to wait outside or use a certain entrance. You are allowed to drive to medical centres or hospitals.
- Pharmacies remain open but please phone ahead to make sure you can go in-store and if you are an at-risk group, you may need to ask someone to pick up your medicines for you.
- Your pharmacy may be dispensing just one month's supply at a time to ensure everyone can get the medicines they need at this time. You will not have to pay more for picking up monthly repeats. If you are unable to get to the pharmacy frequently please discuss getting a three months' supply with your pharmacist.
- You can still travel for specialist care outside your local area if your doctor advises you to. Talk to your doctor about taking a support person or ways to be supported remotely and ask your doctor for a letter to confirm your appointment to take with you.
- Anyone under 18 years of age may take a parent, whānau member or caregiver to the appointment.
- People who are over 70, pregnant or have underlying health conditions are high risk -if you are self-isolating because you have been in contact with a confirmed or probable case, and you live with an older or vulnerable person, you should reduce close contact with that person.
- Hapū wahine will still receive care during their pregnancy but it may be by phone or video. When you give birth, maternity facilities will have restrictions on the number of visitors and support people you can have with you. If you have been diagnosed with COVID-19, inform your midwife.

Find the latest health information

Are you or your whānau unwell? The best ways to get support are to:

- Call your family doctor for advice or information on all aspects of your health. If you think you've been exposed to COVID-19 through contact with someone who has it, it's important to let your family doctor know.
- Call the dedicated COVID-19 Healthline number with any COVID-19 health-related concerns on [0800 358 5453](tel:08003585453).
- You can also call the general Healthline number on [0800 611 116](tel:0800611116) for any other health concerns. Healthline is free and open 24 hours, 7 days a week.
- Call Plunketline if you have questions about your child or baby's health or wellbeing on [0800 933 922](tel:0800933922) and speak to a Plunket nurse. Plunketline is free and runs 24 hours a day, 7 days a week.
- Contact your midwife for support and advice during pregnancy and for postnatal care.
- In an emergency, always call [111](tel:111).