

Doctors, Nurses & so much more



"Anglesea operates like a mini-emergency department with specialist clinical services. 24 hours a day, 365 days a year"



Urgent Care services are often seen as General Practice with extended hours. The reality is so much more than that. With urgent care qualified clinicians, specialty nursing & fracture clinics, **we save lives everyday.**

Urgent care is the branch of medicine that covers the treatment of accidents and urgent medical problems in the community. Urgent care clinics provide non-appointment care. Patients present with acute injuries or illnesses and are prioritised on arrival. Urgent care clinics treat some conditions that are also managed in emergency departments, and statistics indicate cities with urgent care clinics have significantly lower emergency department attendance.

At Anglesea, we pride ourselves on doing just that - reducing the burden on our emergency department, providing quality care accessible to all and **improving the patient journey.**

Often, the concept of treating patients based on triage vs their arrival time is misunderstood. But it's effective at identifying patients who need to be seen urgently. Anglesea invests heavily into our triage processes through training & development of our staff at multiple levels.

At Anglesea, we are unique not just because of our highly trained clinicians, working 24hrs a day, but also because we separate our clinical services into 'streams'

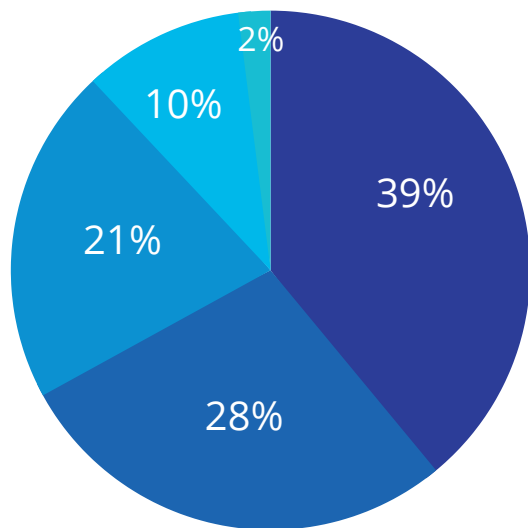
MedicalCARE is for when you are feeling unwell, a health-related issue that is not the result of an accident or injury. From treating asthma, to deep-vein-thrombosis (DVT), severe migraines to the flu - and everything in between. We keep patients out of hospital every day. *Providing extended care, support and assurance.* We support when your GP isn't available afterhours & when acutely unwell.

InjuryCARE is for anything accident related. Perhaps you've sprained your wrist or ankle whilst playing sports, pulled a muscle in your back, had a fall or tripped, broken a bone, even bee stings and allergic reactions in some circumstances; these examples and so many more are treated through our InjuryCARE pathway.

"We have an x-ray service onsite; fracture clinics operating multiple days, treatment by senior consultants & access to other referral services as necessary. Designed to support your recovery"

www.angleseaclinic.org.nz

"Summer is a peak time for injuries & accidents, with home being the most common place for these to occur"



Source ACC Injury Claims Statistics 2021

If you or a member of your family has an accident or injury this summer, think Anglesea FIRST to ensure access to the best clinicians and care

- Injuries occur at home or the community (39%)
- Falls at home or the community (28%)
- Sports injuries (21%)
- Injuries at work (10%)
- On the road injuries (2%)

Our **InjuryCARE** pathway is designed to get you back on your feet, enjoying the warmer weather and doing the things you love.

What does our **InjuryCARE** service look like?

Upon arrival our reception staff will ask you what brought you into the clinic, if its due to an accident or injury you will be asked to fill in an ACC45 form via our kiosk. If you can't fill this in yourself, one of our friendly staff will do that for you. From there you will be triaged by our triage nurse, usually within 15-30mins. If you need an x-ray, you will be offered this service. From there you may go to our Injury subwait room before being seen by the doctor or injury specialist. **InjuryCARE** patients wait in a separate stream to our MedicalCare patients.

At Anglesea, we provide integrated, customised and coordinated plans to move you smoothly from injury to recovery. You may be offered a follow-up appointment either with us or another provider depending on the nature of your injury.

SPECIAL OFFER

We are running a **SUMMER SPECIAL** for readers of this article. If you require **InjuryCARE** treatment and mention this article, you will get **50% off the co-payment price for ACC consultations***

PLUS, from **1 Dec 2022 - 28 Feb 23** if you have not seen a doctor or Injury Specialist within 60 mins on your first visit its **FREE***



* InjuryCARE (ACC) patients only, co-payment payable up front, excludes Medical consults. Your arrival time is recorded at Reception, if you have not seen a doctor or injury specialist within 60 mins (excluding triage) then Reception will refund your co-payment fee, this is a summer promotion from 1/12/22 to 28/2/23 Excludes x-ray costs or delays due to x-ray times. Kids <14 are FREE. Excludes fracture clinics.