

# #Life Hacks

## Things you should know about the health system in New Zealand

*In New Zealand, healthcare is mostly free for permanent residents and citizens. However, the first point of contact with the healthcare system is often a general practitioner (GP) who may also be called a family doctor. It usually costs to see a GP, and the price is different for different people.*

### EVERY PATIENT USING THE HEALTH SYSTEM HAS THE RIGHT:

- to be treated with respect
- to be free from discrimination, coercion, harassment and exploitation
- to have dignity and independence
- to services with an appropriate standard
- to effective communication
- to be fully informed
- to make an informed choice and give informed consent
- to support in respect of teaching or research
- to complain



### GENERAL PRACTITIONERS (GP)

#### Family Doctors

They are often your first point of contact with healthcare. They are medically trained doctors. A GP visit may be free but it depends on your age, so check the costs first. A GP can refer you to other health services in the the public health system (free) or through private providers (some fee applies).

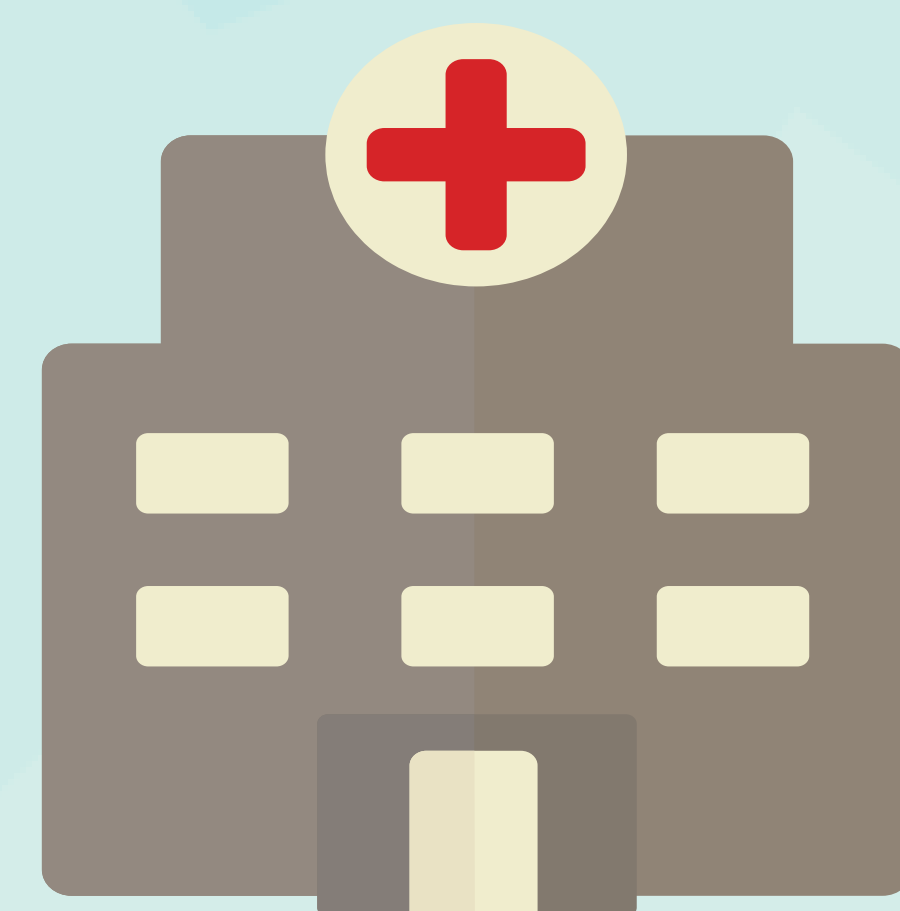


### NURSES

Nurses work across all areas of healthcare and are a registered workforce. Nurses have different scopes of practice, meaning they are trained to provide different levels of care.

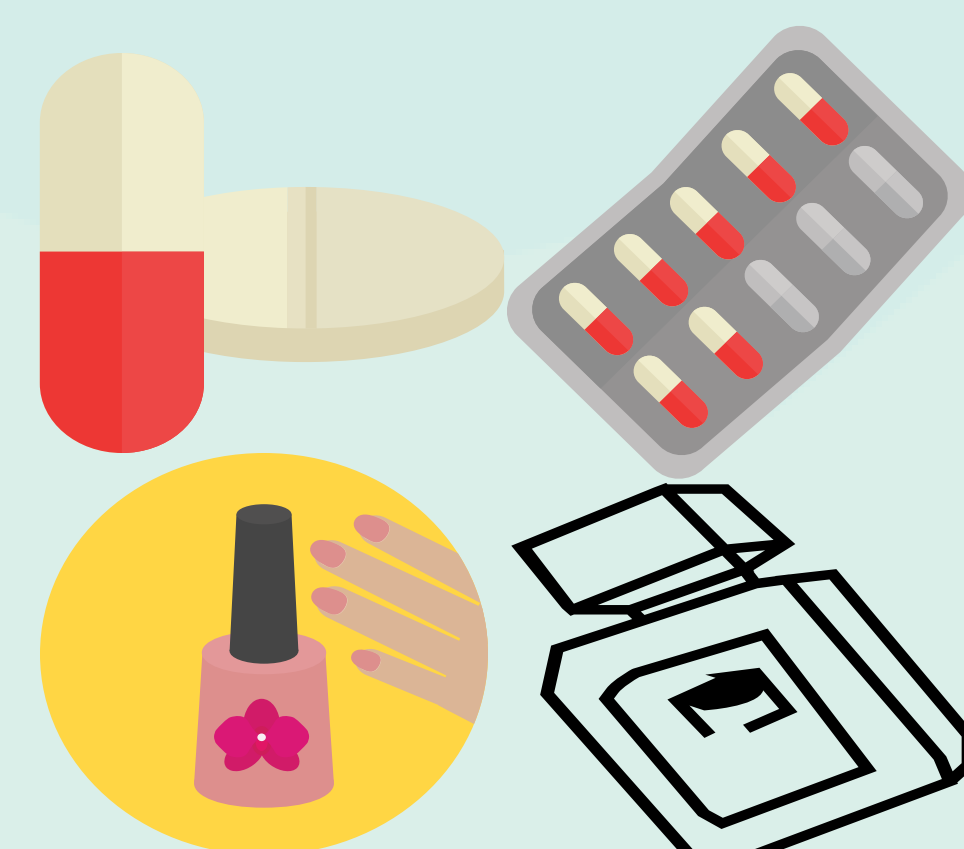
### HOSPITALS

Hospitals assess patients and treat people who have serious injuries or illnesses. When there is an emergency, you can visit the hospital's emergency department for free.



### PHARMACY/CHEMIST

When you need medicine, you go to a pharmacy or a chemist with your prescription. You can also buy over-the-counter medications from the chemist without a prescription. Pharmacies will stock most medications and sometimes can supply emergency contraception, and/or antibiotics to treat urine tract infections.



### OTHER HEALTH PROFESSIONALS

There are lots of other people who work in the health system in New Zealand, including: psychologists; psychiatrists; physiotherapists; radiologists; social workers; health care assistants; medical receptionists. If you don't know what someones role is, you can always ask them.

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