

# Wellbeing Health Check

## PURPOSE

A Health Check with MedPro is an individual appointment with a Registered Nurse, who will assess your physical and psychological wellbeing. You will receive your results immediately, and these are discussed with you during your appointment. You will also be given your own confidential results booklet, which provides a record, as well as information on what was tested. Although our health checks will not provide any diagnosis, they do provide valuable information and insight to help guide your next steps. Your nurse will let you know if you have test results that are outside of the normal range, and if so, will advise you to follow up with your family doctor to discuss the results. Our health checks are fully confidential, results are stored securely and are not shared with any third party.

## PRIVACY

Any information and personal data gathered from you for the purpose of providing you with health check services from either MedPro or an independent contractor who provides services to you on behalf of MedPro, is to assist in your treatment, for quality assurance purposes and to fulfil legislative requirements. No personal information will be shared with third parties. By completing the consent form with the nurse on the day you are consenting to the matters outlined above.

Please note when booking, the policy holder of the Southern Cross Medical Care Society policy you book under will be notified once you have had your annual health check with MedPro. If you aren't comfortable with the policy holder knowing you had this health check please do not continue booking. MedPro will have access to limited information about you in Southern Cross' system (such as your name, contact details, your Southern Cross member identifier) to help validate and book your health check. Southern Cross will use the record this creates to process and analyse health check uptake. Southern Cross will not receive any health information from your MedPro check.

Your rights provided in the Health Information Code and the Privacy Act 2020 will be respected, including your right to access and correction of any information about you. You can view our full privacy statement on our website:

<https://www.medpro.co.nz/privacy-statement/>

## CONFIDENTIALITY

MedPro is fully compliant with both our legal and ethical obligations regarding confidentiality.

## HEALTH CHECK INFORMATION

*The following may be included in your check (20 mins)*

- Total cholesterol
- Blood sugar and diabetes risk
- Blood pressure
- Waist circumference
- Stress, anxiety and depression screening tool
- Interpretation and brief discussion of results
- Lifestyle advice (e.g., nutrition, stress management, smoking)
- MedPro "My Results" Booklet

## TERMS AND CONDITIONS

Terms and conditions apply to all member benefits. You can see the conditions laid out by Southern Cross Health Insurance [here](#). MedPro Healthcare also applies the following terms and conditions:

- **Failure to cancel or reschedule your appointment at least two business days before your booking will result in the benefit being claimed against your policy.**
- Only members aged 16 years and older who have an active Southern Cross policy can access these benefits.
- Bookings are subject to pre-approval by Southern Cross Health Insurance. Please ensure you provide the correct policy number at the time of booking.
- All policyholders require a separate 20-minute appointment booking.
- Clinic locations are subject to change depending on interest in the area.

NB: You will confirm personal details and confirm verbal consent to have your health check **on the day** with the nurse.

# Where to Find Us

## NORTH ISLAND

### AUCKLAND - MASSEY

**Address:** Massey Physiotherapy Clinic, 173 Royal Road, Massey East, Auckland 0614.

**Access details:** Our room is located inside the Massey Physiotherapy Clinic, near the front reception (second room on the left as you enter).

**Parking details:** There are some parking spaces available on site.

**Wheelchair accessible:** Yes, there are no stairs but you will need to go around the front.

### AUCKLAND – MOUNT EDEN

**Address:** 72 Dominion Road, Mt Eden, Auckland 1024.

**Access details:** via Dominion Road entrance: Enter the building using the automatic doors with D-72 on it. Once inside, you will be in the building atrium, first floor. There is a ramp which you can use to get to the second floor or to the back on the left, there is a lift; to the right, there is a set of stairs. Choose one of the three options to get yourself to the second floor. On the second floor, you should see a sign with the building map and layout. Facing the sign, head left down to the end of the long corridor (you should see MedPro and Active+ signage). At the end of the corridor, you should see a set of yellow doors with 2-12 on it. Go inside and take a seat on the couches. The nurse will come and get you when they are ready.

via Horopito Street entrance: Head towards the loading dock at the back of the building. Once inside, you will see a sign with the building map and layout. Turn right to use the lift or turn left to use the set of stairs to get to the second floor. Once on the second floor, you should see another sign with the building map and layout. Facing the sign, head left down to the end of the long corridor (you should see MedPro and Active+ signage). At the end of the corridor, you should see a set of yellow doors with 2-12 on it. Go inside and take a seat on the couches. The nurse will come and get you when they are ready.

**Parking details:** There is visitor parking available (max. 1 hour) at the back of the building, access via Horopito Street. If none available, there is max. 2 hour parking available on Horopito Street or max. 1 hour parking available on Dominion Road.

**Wheelchair accessible:** There is designated wheelchair/mobility carparks available in the visitor's carpark (access via Horopito Street). Lift access is available to get to the second floor.

### AUCKLAND - TAKAPUNA

**Address:** Smales Farm 74 Taharoto Road, Takapuna, Auckland 0622

**Access details:** We are in the Shorecare Specialist Clinics inside Shorecare Urgent Care. Enter at the main entrance to arrive at Shorecare Urgent Care reception. Once inside, turn right and you will see a big red sign on the wall that says "Shorecare Specialist Clinics". Walk through into the Specialist Clinics reception area. Take a seat on the plastic chairs and our nurse will come and get you when they are ready. **DO NOT** wait in the Shorecare Urgent Care reception area.

**Parking details:** There is free 30 minute parking outside the building for Smalesfarm Urgent Care. Please check the signage as there is also a lot of parking around that requires payment.

**Wheelchair accessible:** Yes, we are on the ground floor.

### AUCKLAND - OTAHUHU

**Address:** Plunket Otahuhu Clinic, 3 Alexander Street, Otahuhu, Ōtāhuhu, Auckland 1062.

**Access details:** We are located inside the Plunket Otahuhu Clinic. Enter at the gate via the main doors.

**Parking details:** Some visitor parking spaces are available in front of the building. There is also street parking available along Alexander Street.

**Wheelchair accessible:** Yes, we are located on the ground floor.

### AUCKLAND - SILVERDALE

**Address:** Active+ Silverdale, 3 Brian Smith Drive, Silverdale 0992.

**Access details:** We are located inside Active+ Silverdale.

**Parking details:** There is parking through the roundabout and down the ramp on the lower level of the Weiti building. Under cover entry has a lift. With the dual parks it is advised to leave a phone number on the dashboard in case someone is blocked in.

**Wheelchair accessible:** Lift is available for use.

### BAY OF PLENTY - TAURANGA

**Address:** 111 Cameron Road, Tauranga 3110.

**Access details:** Inside TBI Health Tauranga in the Tui Room.

**Parking details:** Limited on-site parking – use the TBI Guest Carparks or 60-minute parking available on Wharf Street (2-minute walk away) and nearby surrounding streets.

**Wheelchair accessible:** Yes, we are located on the ground floor.

### HAWKE'S BAY - NAPIER

**Address:** TBI Health Napier, 8 Lever Street, Ahuriri, Napier 4110.

**Access details:** Our room is inside the TBI Health Napier clinic which is itself located inside the CityFitness Gym. Enter via the main entrance of gym complex.

**Parking details:** Car parking is available in the large CityFitness Gym Carpark located in front of the gym. There is also disability parking available in the main carpark.

**Wheelchair accessible:** Wheelchair access is through the main gym doors and there are wheelchair accessible toilets located in each of the gym change rooms.

### HAWKE'S BAY - HASTINGS

**Address:** TBI Health Hastings, 314 Market Street North, Hastings 4122

**Access details:** The TBI Health clinic is on the corner of Market St North and St Aubyn St West. We are located inside the TBI Health Hastings clinic.

**Parking details:** Car parking is available directly outside the clinic or on the street.

**Wheelchair accessible:** There is wheelchair access into the building and one disability carpark at the front of the clinic.

### MANAWATU - PALMERSTON NORTH

**Address:** Active+ Palmerston North, 663 Tremain Avenue, Palmerston North Central, Palmerston North 4414.

**Access details:** We are located inside Active+ Palmerston North.

**Parking details:** We have easy parking at the front of the building.

**Wheelchair accessible:** Yes, we are located on the street level.

### NORTHLAND - WHANGAREI

**Address:** TBI Health Whangarei, Semenoff Stadium, East Corporate Entrance, Level 1, 51 Okara Drive, Whangarei, 0110

**Access details:** Look at the blue sign above the entrance to make sure you are going through the East Corporate Entrance. Once inside, look for TBI Health signage.

**Parking details:** Plenty of parking is available on site.

**Wheelchair accessible:** Yes. Disabled parking out front and lift available to Level 1.

**TARANAKI - NEW PLYMOUTH**

**Address:** TBI Health New Plymouth, 119 Saint Aubyn Street, New Plymouth 4310.

**Access details:** We are located inside TBI Health New Plymouth.

**Parking details:** Free parking is available adjacent to the building.

**Wheelchair accessible:** There is designated and signed wheelchair parking at the rear of the building where there is also wheelchair access.

**WAIKATO - HAMILTON**

**Address:** TBI Health, 106 London Street, Hamilton Central, Hamilton 3204.

**Access details:** We are inside the TBI Health building.

**Parking details:** Limited parking available on site. If full, there is street parking available.

**Wheelchair accessible:** Yes, we are located on the ground floor.

**WELLINGTON - LOWER HUTT**

**Address:** TBI Health Lower Hutt, Level 1, 21-23 Andrews Avenue, Lower Hutt 5012.

**Access details:** We are located inside TBI Health Lower Hutt.

**Parking details:** Free 2 hour parking is available at the south end of the river bank car park which is approximately 5 minutes' walk from the clinic.

**Wheelchair accessible:** There is designated wheelchair parking adjacent to the main entrance. There is no wheelchair accessible toilet available onsite.

**WELLINGTON - PIPITEA**

**Address:** Level 4, 204 Thorndon Quay, Pipitea 6011.

**Access details:** Lift access to Level 4.

**Parking details:** Paid street parking in front of the building.

**Wheelchair accessible:** Assistance is required. Disability access is through the basement.

## SOUTH ISLAND

### CANTERBURY - CHRISTCHURCH

**Address:** The Caledonian Centre, 8 Caledonian Road, St Albans, Christchurch 8014.

**Access details:** We are located inside The Caledonian Centre, part of the Southern Cross Hospital site. Please go to reception on your right-hand side as you enter the automatic doors and ask to have access via the doors for MedPro/Raise. Follow signage for MedPro or Raise which will lead you to the staircase on your left or use the lift to Level 1. MedPro room is first by the stairs (door will be labelled MedPro). If the door is closed please take a seat in the waiting area upstairs and nurse will come to collect you.

**Parking details:** There is ample onsite carparking at the rear of the building which can be accessed via Caledonian Road or Colombo Street off Bealey Avenue. There are also two disability parks available.

**Wheelchair accessible:** Yes, lift to Level 1 is available.

### TASMAN - NELSON

**Address:** TBI Health Nelson, 96 Collingwood Street, Nelson 7010.

**Access details:** We are located inside TBI Health Nelson.

**Parking details:** There is street parking on Collingwood Street and parking in the Buxton Square Carpark located off Collingwood Street, at the rear of the building.

**Wheelchair accessible:** Yes, we are on the street level.

### OTAGO - DUNEDIN

**Address:** TBI Health Dunedin, 248 High Street, Central Dunedin 9016.

**Access details:** We are located inside the TBI Health Dunedin building. Use the stairs or ramp to come up from the carpark.

**Parking details:** There is free customer parking available at the rear of the building which is sign posted.

**Wheelchair accessible:** There is a ramp to get up from the carpark. If you require assistance with mobility, please advise the clinic.

### OTAGO - QUEENSTOWN

**Address:** TBI Health Queenstown, Twelfth Avenue, Lake Hayes 9304.

**Access details:** We are located in Lake Hayes Estate in Kawarau Park. Please drive on through the roundabout past the Night 'n Day to find us just past the new Southern Cross hospital. Please enter through the electronic doors and look for our sign.

**Parking details:** There is free parking available in the carpark outside the building.

**Wheelchair accessible:** The building is wheelchair accessible and toilets are available onsite.

### SOUTHLAND - INVERCARGILL

**Address:** TBI Health, 192 Spey Street, Invercargill 9810

**Access details:** We are located inside TBI Health Invercargill (building is shared with HHL Group, BMC – Batchelar McDougall Consulting and Geosolve – Engineering Consultants).

**Parking details:** There are two free TBI Health client carparks directly in front of the building and free parking along Spey Street.

**Wheelchair accessible:** Yes – single storey, ground floor.

If you need any assistance finding us or have any questions, please call us on 0800 MEDPRO (633 776).