

Accessing Health Services During Alert Levels 2, 3 & 4

How to protect yourself and others during ALERT LEVEL 2?

1. **Play it safe. 'Level 2 is our safer normal'**
2. Continue to wash your hands for **20** seconds, sneeze and cough into your elbow
3. Disinfect commonly used surfaces at home and at work
4. Stay home if you're sick
5. Get tested for COVID-19 if you have even any one of these:
 - ✓ Cough
 - ✓ Sore throat
 - ✓ Runny nose
 - ✓ Fever
 - ✓ Loss of smell or taste
 - ✓ Shortness of breath. (This could be a sign of pneumonia and you should seek immediate medical attention).

Go to a COVID-19 Community Based Assessment Centres (CBAC):

Auckland DHB, see <http://www.adhb.health.nz/about-us/news-and-publications/latest-stories/covid-19-community-testing-network/>

Counties Manukau Health, see <https://countiesmanukau.health.nz/covid-19/> Scroll down the page

Waitematā DHB, see <https://www.waitematadhb.govt.nz/patients-visitors/covid-19-information/>
Scroll down the page.

6. Keep **2** metres apart from others when possible
7. Your bubble can now be **expanded**, but play it safe
8. Only **100** people max. for all gatherings indoors and outdoors
9. Keep a **record** of your daily movements- this will help with contact tracing.

HEALTHCARE



1

FAMILY DOCTOR/PHARMACY/MIDWIFE

For urgent, less serious health concerns

- Call or visit your family doctor (GP)
- Get advice and treatment for common minor illness from your community pharmacist
- As soon as you're pregnant, register with a midwife

2

ACCIDENT & MEDICAL CLINIC (URGENT CARE CLINIC)

For urgent, less serious health concerns when you can't see your family doctor or after hours

- Call your family doctor to find your closest Accident & Medical Clinic (Urgent Care Clinic)

3

HOSPITAL EMERGENCY DEPARTMENT

Seriously unwell and need emergency care

- Go to the hospital Emergency Department or call 111

Need free 24/7 telephone health advice from trained registered nurses? Phone **0800 611 116**

To find your nearest family doctor, pharmacy, Urgent Care Clinic or midwife visit www.healthpoint.co.nz.

For COVID-19 info, visit www.arphs.health.nz/covid-19-information-for-our-communities.



www.yourlocaldoctor.co.nz

www.covid19.govt.nz

Healthcare –what do you do during ALERT LEVEL 3?

1. Feeling well?

- **Stay** in your household bubbles whenever you are not at work, school, buying the groceries or exercising.
- **Follow** the Alert level 3 directions.
- **Call** your Family Doctor (GP) to:
 - ✓ Get your child's immunisations up-to-date.
 - ✓ Get your influenza immunisation done safely (your local community pharmacist can also do this for you).See link for multilingual Influenza Immunisation Posters.
<http://www.yourlocaldoctor.co.nz/useful/2020-influenza-campaign/>

2. Feeling unwell? Do you need testing or care?

COVID-19 symptoms are similar to many other illnesses (like influenza) and do not necessarily mean you have COVID-19. The symptoms can include:

- ✓ Cough
- ✓ Sore throat
- ✓ Runny nose
- ✓ Fever
- ✓ Loss of smell
- ✓ Shortness of breath. (This could be a sign of pneumonia and you should seek immediate medical attention).

If you have any of these symptoms?

- ✓ **Call** your local Family Doctor (GP)/ health provider, OR
- ✓ **Call** Healthline, **0800 358 5453** for health advice (press **Option #1** for an interpreter), OR
- ✓ **Go** to a COVID-19 Community Based Assessment Centres (CBAC):
 - Auckland DHB**, see <http://www.adhb.health.nz/about-us/news-and-publications/latest-stories/covid-19-community-testing-network/>
 - Counties Manukau Health**, see <https://countiesmanukau.health.nz/covid-19/> Scroll down the page
 - Waitematā DHB**, see <https://www.waitematadhb.govt.nz/patients-visitors/covid-19-information/> Scroll down the page.

If you need to access other care, **call** your health service first:

- **GPs** are open for business
 - ✓ Call them if you are sick or have any health concerns
- **Planned care** in hospital
 - ✓ Strong measures are in place to keep you safe in our hospitals. Most appointments will continue to be carried out by phone and video. Patients who have a current hospital appointment should attend unless we contact you to say otherwise.
 - ✓ Check your DHB's website or Facebook for information:
 - Auckland DHB**, see <https://www.adhb.health.nz/about-us/news-and-publications/latest-stories/novel-coronavirus-covid-19/>

Counties Manukau Health, see

<https://www.countiesmanukau.health.nz/news/cm-health-to-move-to-telephone-consults/>

Waitematā DHB, see

<https://www.facebook.com/WaitemataDistrictHealthBoard>

3. Is it an Emergency?

- **Call 111**, OR **Go** to your nearest hospital Emergency Department (ED). ED is open.

Healthcare –what do you do during ALERT LEVEL 4?

1. Feeling well?

- **Stay** at home
- **Follow** the Alert level 4 directions.

2. Feeling unwell? Do you need testing or care?

COVID-19 symptoms are similar to many other illnesses (like influenza) and do not necessarily mean you have COVID-19.

The symptoms can include:

- ✓ Cough
- ✓ Sore throat
- ✓ Runny nose
- ✓ Loss of smell
- ✓ Fever
- ✓ Shortness of breath. (This could be a sign of pneumonia and you should seek immediate medical attention).

If you have any of these symptoms?

- ✓ **Call** your local Family Doctor (GP) or health provider, OR
- ✓ **Call** Healthline, **0800 358 5453** for health advice.

Based on your symptoms, recent travel or exposure to others with COVID symptoms, your family doctor (GP), Healthline or health provider will advise you if you need to **leave** the house for safe testing.

- If you need to access other care, **call** your health service first. GPs are open for business.
- If you need to get your influenza immunisation, **call** your GP or local community pharmacist first to arrange to get this done safely. See link for Influenza Immunisation Posters.

<http://www.yourlocaldoctor.co.nz/useful/2020-influenza-campaign/>

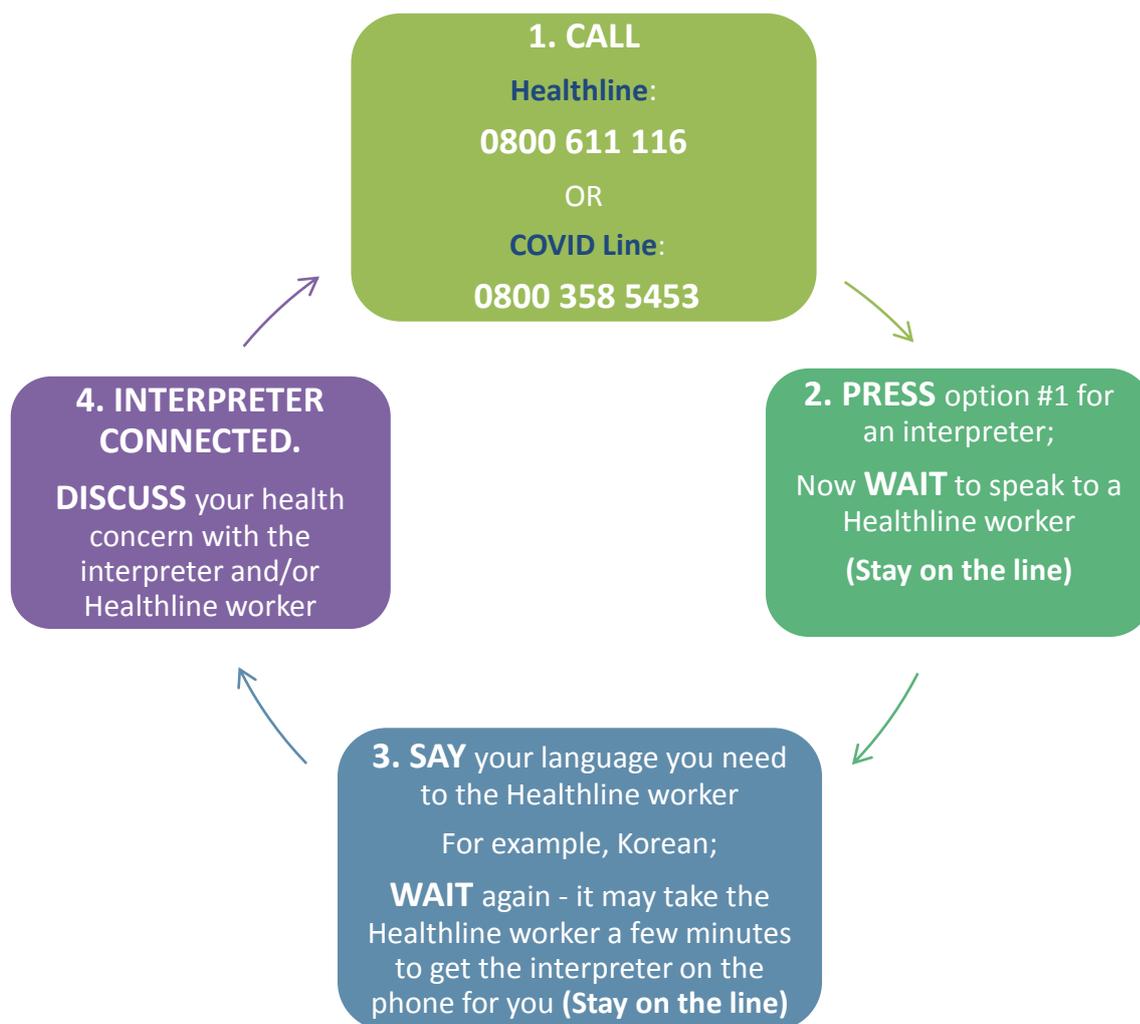
3. Is it an Emergency?

- **Call 111**, OR
- **Go** to your nearest hospital Emergency Department (ED). ED is open.

HEALTHLINE

Are you or your whānau/family unwell?

Do you need to access an interpreter when you call Healthline or the dedicated COVID-19 Line?



HELPFUL WEBSITES

For translated health & welfare information visit:

- Auckland Regional Public Health Service (for communities): <https://www.arphs.health.nz/covid-19-information-for-our-communities>
- Unite Against COVID-19: <https://covid19.govt.nz>
- Belong Aotearoa: <https://www.belong.org.nz/covid19-resources>
- Immigration New Zealand, Migrant and refugee information: <https://www.immigration.govt.nz/about-us/covid-19/migrant-information>