***What is virtual after-hours care & how can I access it?***

*Virtual care is connecting with a health professional over the phone or internet. While most people still prefer to see a healthcare worker in person at a clinic or a General Practice; sometimes this is not practical i.e. when it is late at night or when leaving the house means bundling up the whole whānau. when you live rurally it can hard to access in person care after business hours. In these circumstances West Coasters have the option of connecting with a healthcare worker by phone or internet.*

***How can I access a virtual after-hours care service?***

***Kā Ora***

*Kā Ora Telecare provides people living in rural areas with a quick and easy solution to connect with a health care professional for afterhours medical advice and treatment (please note this service is not intended for routine appointments – continuity of care provides the best outcomes for patients so it’s important you see your regular doctor or nurse for your routine needs).*

***How does it work?***

*The service is open 5pm to 8am (evening and overnight) on Weekdays, and 24 hours on Weekends and Public Holidays. You can connect with the Kā Ora Telecare team by:*

1. *Calling* ***0800 2 KA ORA (0800 252 672)***

*You will first be greeted by a Kaiawhina (care navigator) or Nurse. The team will assess your health needs, and you can either see a Clinician directly or you may also choose to schedule an appointment later in the evening.*

1. *Booking an Appointment online through the ‘Book Appointment’ button for Ka Ora.*

*By booking an appointment online at kaora.co.nz, you can select a specific appointment time to connect directly with the team. Appointment times are available from 5pm to 10pm weekdays and 8am to 10pm weekends and public holidays*

*If you need an urgent appointment after 10pm, please directly call the 0800 2 KA ORA number to connect with the overnight team.*

***How much does it cost?***

*Kaiawhina or Nurse assessment and advice for all ages – FREE*

*GP consultation under 14 years – FREE*

*GP consultation over 65 years - $19.50*

*GP consultation Community Services Card - $19.50*

*GP consultation 14 – 65 years 5pm – 10pm - $79*

*GP consultation 14 – 65 years 10pm – 8am - $99*