

- Don't have a GP?
- Having a tough time with your Health & Wellbeing?
- Feeling stressed or distressed?
- Need support with:
 - Physical Wellbeing
 - Mental Wellbeing

**Our Health Care Team
are here to provide help.**



**Sleep:
Advice/Support**



Being Active



Relationships



**Nutrition:
Education/Help**



**Pain & Long Term
Health Challenges**



Mental Wellbeing



Work | Stress



Drug / Alcohol



Life Out Of Balance



Spiritual

STAFF

Koiora staff are whānau-centred, multi-skilled, accessible and responsive.

They provide a quality service and a culturally safe environment for you and your whānau.

AGES

Child / Tamaiti, Youth / Rangatahi, Adult / Taipakeke, Older Adult / Kaumātua

HOW DO I ACCESS THIS SERVICE?

Walk In:

Drop into Koiora during opening hours or you can phone us to book an appointment with one of the Team.

Referral:

Referral from your General Practice or Health Provider when extra support is required.

No Appointment Required

1185 Tutanekai Street or contact us:

Phone: 0800 1 Koiora (0800 1 564 672)

email: Koiora@raphs.org.nz

WHO IS RAPHS?

RAPHS was established to provide support, advice and guidance to RAPHS practices and community organisations.

The team combines the resources of nursing, pharmacy, hospital and community-based health and social services through an integrated multidisciplinary team.



ABOUT US



**A Rotorua-based
Health & Wellbeing Service**

*He ora te whakapiri
Together, we make it better*



ABOUT US

Rotorua-based, Koiora provides a service that is hope-inspiring, strengths-driven and person centred. Our goal is to support health and wellbeing so that those accessing our support are able to lead fulfilling lives.

How We Do This

We focus on:

- Reducing health inequity through improving access.
- Integrating with other health services and agencies such as MSD and Department of Corrections.
- Providing responsive care delivery.
- Supporting enrolment into General Practice (GP).
- Koiora services are usually available for whānau for up to three months duration or less. This is dependent upon enrolment with a local GP.
- Te Whare Tapa Whā is the preferred assessment framework to ensure that taha tinana, wairua, whānau and hinengaro (physical, spiritual, family and mental health) needs are addressed.

SERVICES PROVIDED

- **Service Navigator**
 - Support to enrol with a GP
 - Support to access other health and wellbeing services
- **Heart Health Screening**
 - CVD (Cardiovascular Disease) self-management education
- **Self-Management Groups**

Our Self-Management Groups include:

 - Impaired glucose tolerance
 - Journey through grief
 - Menopause
 - Stress
 - Diabetes self-management
 - Gout
- **Social Work**
 - Social work
 - Social supports
- **Immunisation**
 - Childhood immunisation programme
 - Flu vaccination for eligible adults and children
 - 65 year old vaccinations
 - 45 year old vaccinations
 - Measles / Mumps / Rubella (MMR) vaccines
 - Pregnancy vaccinations
 - Catch-up missed vaccinations
- **Pregnancy & Parenting**
 - Parent wellbeing
 - Newborn 6-week māmā and pēpē health check
- **Follow-up Services**
 - Follow-up for those who frequently attend ED
 - Follow-up for people not enrolled with a GP
- **Chronic Condition Management Support**
 - Extra support to empower whānau to manage their long term condition
- **Planned Care**
 - ECG and/or spirometry
- **Navigation Assistance to Government Agencies for Social Services**
- **Diabetic Retinal Screening**
- **Medicines Management**
 - Individualised support to manage and understand medicines
- **Wellness / Healthy Lifestyle**
 - Mental wellbeing
- **Disability Assistance**
 - Support to make decisions
 - A longer appointment time
 - Wheelchair access / accessible toilet

