

Emergency Health Advice

If it is an emergency, or if someone has trouble breathing, call 111.

If you need urgent health advice please contact your usual family doctor, Healthline, or a local urgent care clinic.

If you can't access a GP or don't have one, Healthline is available 24/7 on 0800 611 116.
It is **free** and they can answer questions about medication and other health concerns.

For medical equipment issues, reach out to your usual nurse specialist or GP. If not available please ring **Healthline: 0800 611 116**

*Before visiting a clinic below, please ensure it is open / operational – for the most up-to-date information please check healthpoint.co.nz - ***note urgent care clinics incur a cost****

Urgent Care Clinics Northland:

White Cross Whangārei- Urgent Care 32 Rathbone Street, Whangārei 8.00am – 8.00pm / Call: (09) 470 1083	Coast to Coast Health Care - Urgent Care & GP 220 Rodney Street, Wellsford 8:00 am to 8:00pm / Call: (09) 423 8086
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Hospital Emergency Departments:

Bay of Islands Hospital Emergency Department 29 Redan Road, Kaitaia 24/7 / Call: (09) 404 0280 or (09) 430 4100	Whangārei Emergency Department Hospital Road Whangārei 24/7 / Call: (09) 430 4100
Kaitaia Hospital Emergency Department Hospital Road, Kawakawa 24/7 / Call: (408 9180 or (09) 430 4100	

Health Advice from your Local Pharmacy

Your local Pharmacist can offer health advice, support and consults on a range of minor health conditions (note there may be a fee), e.g. tummy troubles, conjunctivitis, thrush, migraine, haemorrhoids, sleeping problems, constipation, diarrhoea, allergies, first aid and wound care.

Most pharmacies can help you with the emergency contraceptive pill (morning after pill), oral contraceptive pill (under certain circumstances), treatment for urinary tract infection and nicotine replacement therapy.

Urgent Medication Request

Any community pharmacy can dispense three days' emergency supply of your repeat or regular medications (unless it is a controlled drug). There is a cost and you would need to go into the pharmacy. If you are likely to need more than three day's supply, it would be best that you talk to your usual family doctor (either virtually or physically), if they are not available call Healthline.

Some pharmacies also offer a medication delivery service, call the pharmacy directly to see if this is an option. Pharmacies in each area that are open can be found on healthpoint.co.nz

Telecare After Hours Health Care for Rural Communities 0800 2 KA ORA (0800 252 672) - [Ka Ora Telecare](#)

With Ka Ora, you can easily access a same-day phone or video consultation with a Nurse, Nurse Practitioner or Doctor.

Patient Fees

Nurse Assessment + Advice Free

Weekdays 5pm to 10pm, Weekends 8am to 10pm:

Children under 14 years	Free
Adult aged 14 to 64 years	up to \$79.00
Over 65 years	\$19.50
Community Service Care	\$19.50

Overnight 10pm to 8am:

Children under 14 years	Free
Adult aged 14 to 64 years	up to \$99.00
Over 65 years	\$19.50
Community Service Care	\$19.50

International Patients:

International Patients	\$130
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Online GP Care - <https://info.health.nz/online-phone-healthcare/online-gp-care> *note these services incur a cost*

Mental Health Support

Need to talk? call or free text 1737, 24 hours a day, 7 days a week:

Going through an Emergency can be distressing, and it's understandable if you feel overwhelmed.

For in person mental health support call your GP clinic and ask to speak with or make an appointment with the **Health Improvement Practitioner** or book an appointment with them in the managemyhealth app more information in the link here - <https://www.wellbeingsupport.health.nz/wellbeing-resources>

Free online appointment with an experienced mental health clinician

30 minutes | Free for everyone 16+ | Video consultation [Mental Health Support](#) | [Free Services NZ](#) | [Tend](#)

Go to: mentalhealth.org.nz/ for practical tips, stories, and resources to support mental wellbeing.

Allsorts.org.nz

Special weather resilience related material.

Helplines with trained counsellors

1737 – free call or text any time for support from a trained counsellor.

Gumboot Friday

Available for anyone 25 and under Get Free counselling at <https://www.gumbootfriday.org.nz/>

Depression Helpline

Call 0800 111 757 or free text 4202 to talk to a trained counsellor about how you are feeling or what you're experiencing.

Youthline

A free, confidential helpline available 7 days a week. Free text 234, free call 0800 37 66 33, email talk@youthline.co.nz, chat via Webchat.

The Lowdown

Text 5626 is for rangatahi who want to talk things through with or get support from a trained counsellor.

Alcohol Drug Helpline

Provides free confidential support if you want to talk about your own, or some else's drug use. Call 0800 787 797.

Family Harm:

Call **0508-744-633** anytime, from any number in NZ, for free confidential family harm support & advice.

111 is the right number to call in New Zealand for any immediate emergency, including danger, violence, or threats to safety.