

# Get the care you need, when you need it – 24/7

## Access trusted healthcare online, anytime

Health New Zealand  
Te Whatu Ora



You can now see a New Zealand-registered GP or nurse practitioner online – 24 hours a day, 7 days a week. Whether it’s late at night, during the weekend, or you can’t get in to see your regular doctor, there’s another way to get the care you need.

This new digital health service connects you to qualified clinicians via secure video call – from wherever you are in New Zealand.

### What it means for you

- Healthcare when and where you need it. If you’re unwell and can’t wait for an appointment with your regular GP, the digital service is here to help.
- **Not currently enrolled with a GP?** You can use this service even if you don’t currently have a family doctor, and they can provide information on getting enrolled for future care.
- **Subsidised for eligible groups.** If you’re under 14 or hold a Community Services Card (CCS), your fees may be fully or partially covered.
- **Your regular GP stays in the loop.** Your online consultation notes are sent to your usual doctor to support continuity of care, unless you ask for them not to be.

### Use it for common health needs

Coughs, colds and flu, skin issues or rashes, stomach bugs, minor allergies, prescriptions and medical certificates. Can also be used for other non-emergency conditions.

**Better access. More convenience. Connected care.**



The new 24/7 digital health service makes it easier to access timely, quality healthcare – especially for people without a regular GP, those living in rural areas, or anyone needing help outside normal hours.

### How it works



- Choose from one of eight approved providers (listed at [info.health.nz/onlinegp](https://info.health.nz/onlinegp)).
- Book online or join the queue depending on the provider.
- Use your smartphone, tablet or computer for a video consultation.
- Have your medication list ready, find a quiet space, and write down your questions.
- After your consultation, you might be given a prescription, sent for lab tests, referred to another service, or provided urgent help like an ambulance if needed.

### Fees and subsidies

Age group	CSC (day)	CSC (overnight or public holidays)	Non-CSC (day)	Non-CSC (overnight or public holidays)
Under 14	Free	Free	Up to \$30	Up to \$40
14–17 years old	Up to \$30	Up to \$40	Up to \$55	Up to \$65
18 or older	Up to \$33	Up to \$43	Varies by provider	Varies by provider

### Not tech savvy? No problem

Let the provider know if you need help using the technology, an interpreter or disability support. Support for older adults is also available through the Office for Seniors.

Find out more and see approved providers at [info.health.nz/onlinegp](https://info.health.nz/onlinegp)