

Ordering CHIC Resources Online

All resources available from the Community Health Information Centres can be ordered online via the Order Resources tab on the Community and Public Health website (<https://www.cph.co.nz/order-resources>).



If you get stuck, have a problem or get an error message, contact your local Community Health Information Centre (CHIC):

- Christchurch: 03 378 6721
- Greymouth: 03 768 1160
- Timaru: 03 687 2600

Step One Find the resource you want to order

Resources are listed under the same subject categories and headings used in the CHIC Stocklist. The only exception is separate categories for Drugs and Alcohol resources and Smokefree resources.

The Categories List Index is on the left side of the screen on the Resources page.

Choose a category and click on the title to see a list of all resources under that heading. You can also filter by sub-categories within each category.

There is also a Latest Resources category at the top of the list for the new resources recently added.

You can also use the site search function to find the resource you are looking for.



Step Two Enter the number of copies

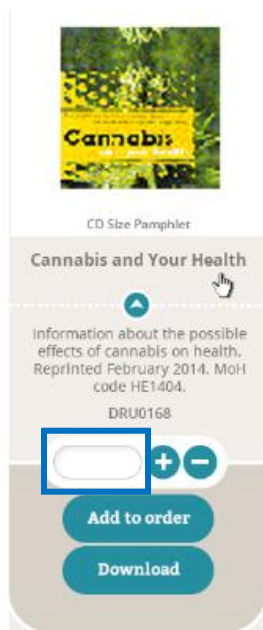
Click on the title of the resource.

You can type in the number in the space provided or use the plus (+) and minus (-) buttons in the drop down box – see the image overleaf.

The maximum number you can type is 100. If you want to more than 100, you will need to fax or email your order to your nearest CHIC directly.

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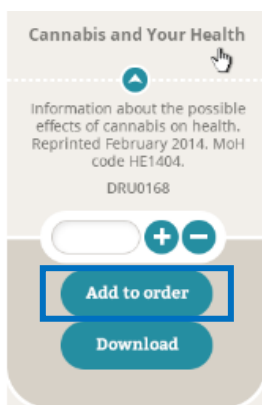
Type in this box how many copies you want



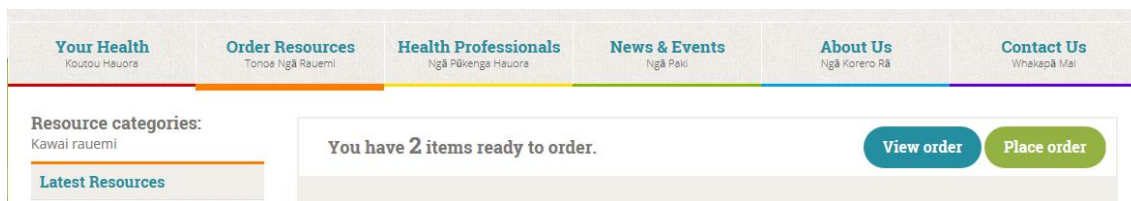
Step Three Add the resource to your order

You can add quantities for all the resources within the category you are viewing, and click add to cart to add all on the page.

Click this button to add the item to the order



Once the item is added, the text at the top of the screen will change depending on the number of copies of each resource you have added.

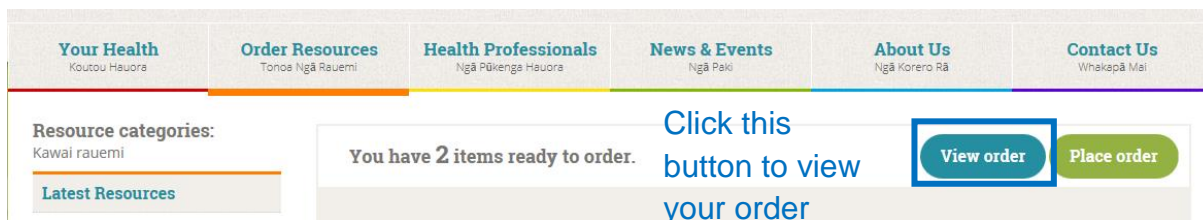


Complete Steps 2 and 3 for each resource item you want to order. You can move from category to category or from resource to resource.

Go to Step 4 when you have finished ordering all the resources you want.

Step Four View your order

This step lets you check what you have ordered and that the quantities are correct.



Step Five Change or confirm your order

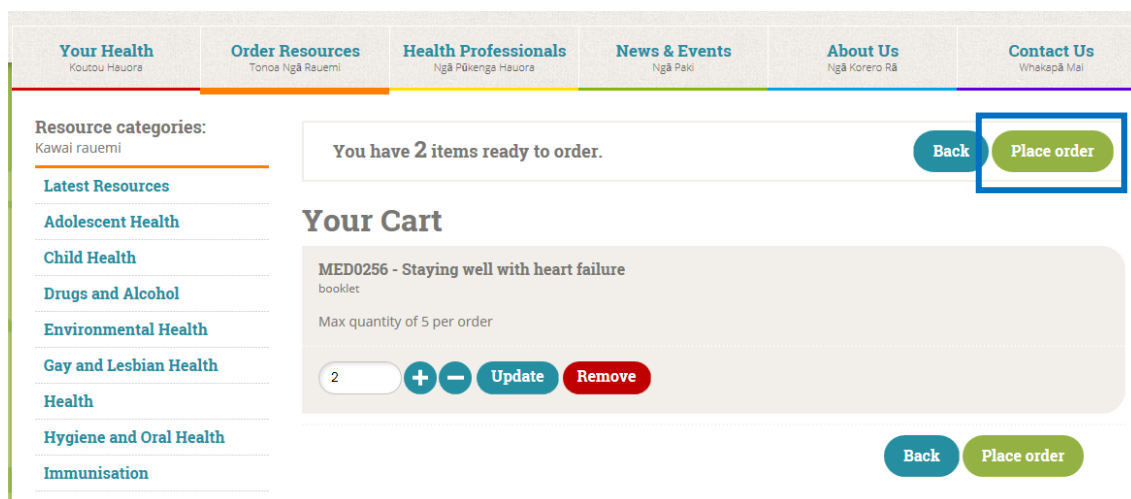
In this step, you can remove items you don't want, change the number you have ordered, and confirm your order.

- If you have ordered the wrong item, click the Remove button to get rid of it from your order.
- You can change the number by typing the box or using the plus (+) and minus (-) buttons.
- Click the "Update order" button to save any changes you make.

Some resources have a restriction on how many copies you can order (such as 1 or 20). You will be prompted if the quantity you entered exceeds this restriction.

If you have forgotten to order something, click the "Back" button to continue adding to your order.

Once you are happy with your order, click the "Place order" button to go to the next step.



Step Six Add your contact details and address for delivery

Fill in all your contact details in the boxes on the left of the screen: your name, email address and phone number.

For pick up orders only: Tick the box under the phone number.

Fill in all the boxes on the right of the screen if you want your order sent to you.

- Please give a physical street address for delivery, rather a PO Box or a location such as corner of Colombo Street and Bealey Avenue.
- Please enter your correct postcode. This is because the ordering system uses this to determine if you are within our coverage area.

Check your postcode on the NZ Post website: <https://www.nzpost.co.nz/tools/address-postcode-finder>

The screenshot shows a website navigation bar with categories: Your Health (Koutou Hauora), Order Resources (Tonoa Ngā Rauemi), Health Professionals (Ngā Pūkenga Hauora), News & Events (Ngā Paki), About Us (Ngā Korero Rā), and Contact Us (Whakapā Mai). Below the navigation is a sidebar with 'Resource categories: Kawai rauemi' and a list of health topics including Latest Resources, Adolescent Health, Child Health, Drugs and Alcohol, Environmental Health, Gay and Lesbian Health, Health, Hygiene and Oral Health, Immunisation, Maori Health, Medical Health, Men's Health, Mental Health, Nutrition, Older People's Health, Pacific People's Health, Physical Activity, Safety, and Sexual Health. The main content area shows a 'Checkout' form with the following fields: Name, Street, Email address, Suburb, Phone, Town/City, and Postcode. A 'Back' button and a 'View cart' button are at the top right of the form. A 'Place order' button is at the bottom left. A note states: 'I will pick up the items from the main CPH office at 310 Manchester Street, Christchurch.' Another note says: 'We will call you when your order is ready.' A large blue button with the text 'Click this button to submit your order' is positioned to the right of the 'Place order' button. Below the form, a disclaimer reads: 'Please be aware that your order can take up to 5 working days to be processed, if stock is available.' A section titled 'Please ensure you:' lists two items: 'Read our disclaimer before ordering the resources' and 'Find out more about ordering'.

Step Seven Confirmation of your order

If your order has been successful you will see a screen similar to the one overleaf. Your screen may have more information if you ordered:

- from outside our coverage area; or
- items that you need to pay for.

The screenshot shows the same website navigation bar as the previous image. Below the navigation is the same sidebar with 'Resource categories: Kawai rauemi' and a list of health topics. The main content area shows a confirmation message in a light grey box: 'Your order has been sent to your local Community Health Information Centre (CHIC). Your order is now in a date and time queue to be processed and can take up to 5 working days to be delivered if stock is available. You will be contacted by your local Community Health Information Centre when your order is ready to be picked up.'

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THAT'S IT!

You will receive an automated email confirming your order. This will be sent to the email address you gave when ordering. This email will detail the items you have ordered and:

- your delivery address or
- that you wish to pick-up the order from your local CHIC.



Wed 12/04/2017 11:07 a.m.

Community Health Information Centre

Your online order from CHIC was received and will be processed

To



Your order has been sent to your local Community Health Information Centre (CHIC)

Your Order is now in a date and time queue to be processed and can take up to 5 working days to be delivered if stock is available.

You will be contacted by your local CHIC when your order is ready to be picked up.

Please contact your local Community Health Information Centre if you have not been contacted within 10 working days of being ordered.

Your order reference: 4357894b

Your order:

2 x [MED0256] - Staying well with heart failure

Community and Public Health is a division of the [Canterbury District Health Board](#). The Community and Public Health website is for information purposes only, and solely for the use of promoting healthy choices and environments.

The information provided by Community and Public Health is not designed for the purposes of treatment of illness.

You may also receive another email or a phone call from a CHIC staff member. You will also be contacted if there is a problem with your order.

If you get stuck, have a problem or get an error message, contact your local Community Health Information Centre (CHIC):

- Christchurch: 03 378 6721
- Greymouth: 03 768 1160
- Timaru: 03 687 2600