

## Patients & Visitor Information

Our approach to your care A matou whakatata ki o tumanako

Staff at Whangarei Hospital recognise that you know best how your body responds to illness and other life experiences and what is right and acceptable for you. We would like you to continue making decisions regarding your health and caring for yourself with our assistance and support.

There will be some things that you will be able to do for yourself and others that you will need help with. We will support your right to be fully informed about your health situation and care. Please don't hesitate to ask for more information or to question anything you don't understand.

We encourage the support of a close relative or friend and would be happy to discuss how you might like them involved in your care. If your child is a patient, you are welcome to stay with your child.

What to Bring Te uru tanga ki te hohipere

### Medicines

If you are taking any medications please bring them with you and hand them to the nursing staff. If you have written details of any treatment you need, show them this too. Please tell staff if you suffer from any allergies. The doctor will need to review your medication and you will be informed should a change be necessary.

### Spectacles and hearing aids

Bring the cases for your glasses and hearing aid so they can be put away safely when you are not wearing them.

### Dentures

Every care is taken but the hospital cannot accept responsibility for lost or broken dentures. Bring your cleaning container with you.

Some things you may like to have: -

Books, magazines, writing material and small hobby work.

Light clothing for when you are up and about, such as a tracksuit, trousers and shirt or slacks and a blouse.

You may use your own pillow and pillowcase if you wish but please make it easily identifiable.

### Valuables including jewellery and money

Please do not keep any valuable jewellery or large sums of money with you, as Whangarei Hospital cannot accept responsibility in the event of loss or theft of any personal property retained by patients. When necessary, valuables or

money may be kept in a locked cupboard in the ward.

### Electrical appliances

Please use earphones for radios and televisions, if possible, in consideration of other patients. Televisions are not allowed in some areas, so please ask your nurse.

{mospagebreak title=At the Hospital}

### At the HospitalTe timatanga

A member of the nursing staff or the ward clerk will welcome you and show you to a room. You will not necessarily be in this room for your entire stay.

### To call your nurse

You will always have a nurse assigned to your care. If you need help, ring your nurse by using the call button located on a panel behind your bed head.

### Identification bracelet

Always keep your identification bracelet on while in hospital. If it is removed for any reason, please tell your nurse immediately.

### Information

Written information about your particular condition may be available. Please ask the nursing staff.

### Meal service

A menu is provided each day for you to select your meals for the day ahead. Our nursing staff are happy to discuss any questions you may have about your diet or specific menu requests. If you need a special diet due to religious, ethnic or personal preference - for example if you are vegetarian or vegan - your nurse or ward clerk will arrange for the dietitian to discuss your needs with you. For relatives or friends visiting or staying at the hospital, food is available from the hospital cafeteria located on the lower ground floor, or Cafe Ritazza which is located on the ground floor. Food vending machines are available on both floors.

A general guide to meal times:

- Breakfast is between 7.30 and 8.30am
- Morning tea is from 10.00am
- Lunch is between 12.00 and 1.00pm
- Dinner is between 5.00 and 6.00pm

Most wards have coffee and tea making facilities for patients to use. Check with your nurse. Biscuits of your own may be kept in an airtight container unless you are on a special hospital diet as part of your treatment.

### Smoking

Whangarei Hospital grounds and premises are Smokefree at all times.

Please tell your nurse if you are a smoker as soon as practicable after admission, so if assistance is requested it may be offered by referral to Northland DHB's 'Quit Coach'. No drugs or alcohol may be consumed on the premises.

### Leaving the ward

Please do not leave the ward, other than for things like medical tests, without first checking with your nurse. To ensure you get proper care, we need to know where you are at all times.

### Meals on Wheels and home help

If you have been using Meals on Wheels or other home help services please ask a nurse to cancel them while you are in hospital.

### Laundry

While you are in hospital please arrange for a friend or relative to do your personal laundry. Contact the ward nurse manager if you do not have anyone who can help you.

### Reading

The Red Cross library visits once a week to distribute reading material. Please leave all borrowed books with the ward clerk when you are discharged from the hospital. The NZ Herald and the Northern Advocate are available from Cafe Ritazza on the ground floor.

### Flowers

Your flowers will be delivered to you as soon as they arrive.

### Telephones

Card operated phones are available in the main foyers. Phone cards may be purchased from Cafe Ritazza on the ground floor. Other ward telephones are not available for personal use unless indicated by staff.

### Mail

Mail is delivered to all wards from Monday to Friday. Stamped outward mail may be given to your nurse or ward clerk for posting. A NZ Post box is located by the Emergency Department entrance. Incoming mail should be addressed as follows:

Your Name, Ward Number, Whangarei Hospital, Private Bag 9742, Whangarei

## Emergency procedures

Our staff are fully trained in the safety procedures necessary to cope with emergency situations. In the event of an emergency please stay by your bed until a staff member tells you what to do.

{mospagebreak title=Non-New Zealand Residents}

Non-New Zealand residentsNga manuhiri no Aotearoa anake

## Interpreting service

If English is not your first language and you need help, ask for our interpreting Service.

## Hospital charges

If you are not a New Zealand resident you may be charged for hospital services. Please ask your nurse to contact the cashier in the front office.

People you may meetNga iwi e tutaki ai koe

## Hospital staff

Your doctor is the person responsible for your medical treatment. He/she will have a team of additional doctors, who will probably see you on a day-to-day basis. This may include a registrar, house surgeon, or trainee intern. Your nurse will tell you when doctors' rounds take place. All staff should be wearing identification badges. Your ward is run by a nurse manager who is assisted by a team of professional staff. Other professional support staff you may meet during your stay include physiotherapists, pharmacists, occupational therapists, dietitians, social workers, midwives, takawaenga (Maori health liaison Officer), community liaison nurses, laboratory staff, orderlies, household staff and chaplains.

## Students

Whangarei Hospital participates in the teaching of nurses, medical students and other HealthCare professionals. You may be asked to discuss your illness with students or have them care for you under the direct supervision of qualified practitioners. Teaching also takes place during doctors' ward rounds when your case may be discussed at length as part of the teaching process.

## Volunteers

People from the community health and social service agencies visit individual patients. All volunteers and official visitors to the hospital should be wearing identification badges.

## Security

Security guards regularly patrol the hospital and grounds.

{mospagebreak title=Personal Needs}

Personal needsO ake tumanako Takawaenga

## Manaaki Tangata

Tena koe, kei konei matou hei awhina atu I a koe. Kauga e mataku ki te tono

mai I tetahi o matou. Patai atu ki te naahi.

A takawaenga (Maori health liaison officer) is available to support you during your stay in hospital and to help with communication between turoro, their whanau, professional staff and management. Takawaenga visit each ward on weekdays and may be contacted through your nurse.

#### Social workers

Social workers offer a counselling and consultation service to patients and their families. If you wish to speak to a social worker ask the nurse manager or ward clerk to arrange this for you.

#### Religious and cultural needs

Chaplains visit all patients regularly. If you wish, they can arrange for a person from your own religious or cultural organisation to visit you. If at any time you wish to see a hospital chaplain or your own minister or priest please ask your nurse or ward clerk to contact them. Please feel free to use the chapel, which is on the lower ground floor of the surgical service wing, whenever you wish.

#### Hospital at Home service

This nursing service is provided by the Home Health Care Service and provides hospital level care in your own home. The service allows you to be treated at home, which can mean earlier discharge from hospital if this is appropriate. Please ask your nurse for further information.

{mospagebreak title=Your Rights}

#### Your rightsO tika

#### Staff identification

You have the right to ask for the name and qualification of any person attending to you. All staff attending to you should be wearing visible identification badges.

#### Customer service

We encourage you to fill out the Suggestions, Compliments and Complaints forms available in each ward and department. We appreciate compliments as well as constructive feedback as this assists us to review our services and make improvement where necessary. If you have concerns, some of the staff you could talk to include your nurse, doctor, the nurse manager, the ward social worker or the kaiawhina. They will do their best to resolve your concerns as quickly as possible. If you are still not satisfied, please write to:

The Quality Resource Unit, Whangarei Hospital, Private Bag 9742, Whangarei.

Phone: (09) 4304101, ext. 7209.

If you would like assistance or support from someone outside of our services to resolve your concerns, you may wish to

contact the free, local advocacy service, the Health Advocates Trust - freephone 0800 20 55 55.

### Consumers' rights

The Code of Health and Disability Services Consumers' Rights (1996) applies to all health services and disability support services in New Zealand. The purpose of the Code is to promote and protect the rights of consumers, and to facilitate the fair and efficient resolution of complaints relating to any infringement of those rights. Pamphlets advising on these consumers' rights in more detail are available in all wards and departments, and on the information stand in the main entrance.

For further information and advice, the Health and Disability Commissioner's office can be contacted on 0800 11 22 33.

### Personal information and your privacy

While in hospital, doctors, nurses and other therapists will discuss your illness and treatment with you, and with your consent, your family. The Health Information Privacy Code (1994) sets out the rules which allow you to have access to your personal medical record. Patient notes may be destroyed after 10 years following their last contact with the health facility, but there may be some exceptions. If any part of your notes is withheld, you will be advised why and how you may appeal the decision. If you are in hospital, ask your doctor or nurse to arrange for you to see your medical record. If you have left the hospital, telephone or write to:

Request for Information, Clinical Records, Whangarei Hospital, P.O. Box 742, Whangarei or phone (09) 4304101, ext. 7460.

### Enquiries

As we respect your privacy, when friends and relatives call the hospital they will be given only limited information about your progress. Your nurse can arrange for a relative or close friend to see your doctor for more detailed information if you wish.

{mospagebreak title=Visitors}

### VisitorsManuhiri

### Visiting hours

Visitors are an important part of your stay in hospital but please remember that you are in hospital because you are ill and in need of rest and care. To enable staff to provide quality and professional service to you and other patients, please note the following restrictions regarding visiting times:

- NO VISITING BEFORE 11am in all wards except the Children's Ward and Intensive Care Unit.
- VISITING IN THE CORONARY CARE UNIT IS RESTRICTED to 11am – 1pm and 3pm – 8pm.
- Patient rest period 1pm – 3pm.
- NO VISITING BEFORE 2pm in the Mental Health Unit and the Assessment and Rehabilitation Unit (Ward 15)
- Visiting ends at 8pm.

Unless special arrangements have been made with the nurse in charge of the ward, visitors are required to leave the hospital at 8.00pm. Please ask your visitors to respect the privacy and needs of other patients, particularly if you are sharing a room. We ask that visiting children be closely supervised by parents or guardians.

### Visiting after hours

After 8.00pm your visitors will only be admitted into the hospital with the consent of the nursing staff caring for you. For security reasons after hours visitors will be asked their name, address, the name of the patient and the ward they wish to visit. Security officers are available in the evening to provide assistance to visitors.

### Accommodation

Visitors may arrange accommodation in the Maunu Residence or Te Whaea o te Whanau (Whanau House). Please ask your nurse for further information.

### Food, snacks and drinks

Visitors can buy food from the hospital cafeteria or Cafe Ritazza. Snacks and canned drinks are also available from the coin machines on the ground floor and lower ground floor.

### Parking

Car parking is at a premium on the hospital site, so we ask you to adhere to time limits and restrictions, which are enforced with tow-aways. All day visitor parking is available in the main carpark.

### Public toilets

Public toilets are located in the foyers to the main entrance, medical wing, mental health area, and lower ground floor corridor. A baby change table is located in the toilets in the main entrance foyers, medical wing foyer and in the Emergency Department waiting room.

{mospagebreak title=Going Home}

### Going home Hoki ana ki te kainga

Here are a few points to remember when it's time to go home:

You should be given a form entitled Information on Leaving Hospital which includes a summary of your hospital stay and outlines your recent illness, treatment received and any follow-up care you may need at home. This information will also be sent to your family doctor but if you need to see your doctor within a few days of returning home please take this form with you.

Please advise the nurse or ward clerk if you do not intend returning to your usual address. Please check that we have your correct postal address so that correspondence such as appointment letters will reach you. If you require medical or ACC certificates, ask the ward clerk for these to be completed before you leave hospital. Make arrangements with family or friends for your transport home. Please be sure you know how you will be looked after when you get home. If you are concerned about this, please talk to your nurse and/or ask to see the social worker.

If you are to attend an outpatient clinic, check that you know where the clinic will be held and the time and date of the appointment. Check that you have all your belongings, including drug prescriptions and medication, from your locker and wardrobe in the ward.