

Coming into our hospitals

Information for you, your whānau and family



Te Whatu Ora
Health New Zealand
Te Tai Tokerau

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*Fill in your personal details and keep this booklet
with you during your stay in hospital.*

Kia ora and welcome

This booklet has been written for patients and families at Whangārei, Dargaville, Bay of Islands and Kaitaia Hospitals. Some of you will have been given this booklet before you come into hospital. Other patients will get this booklet when they are in hospital.

This booklet has information about getting ready to come to hospital and includes services that are available at the hospitals for you and your whānau, family and visitors, and information about leaving hospital. We have tried to give information to answer your questions. If you can't find the information you need in this book, please ask your nurse or midwife.

Most of this booklet has general information about all of the Te Whatu Ora hospitals. At the back of the booklet there are maps and information about each of our hospitals:

- Whangārei Hospital (pages 30 – 33)
- Bay of Islands Hospital (pages 34 – 35)
- Kaitaia Hospital (pages 36 – 37)
- Dargaville Hospital (pages 38 – 39).

Your name: _____

My doctor: _____

My contact number: _____

Ward manager number: _____

Possible date for going home: _____

Part 1 – Before you come into hospital

Before you come into hospital you need to arrange a few things. Here is a check list:

- ☐ Someone who can bring things you might need, such as a change of clothes, as well as do your laundry
- ☐ Someone who can let your family and friends know how you are
- ☐ If you live on your own, someone to check your house and look after any pets you have
- ☐ Accommodation for any whānau or family who are going to stay with you while you are in hospital
- ☐ Documents such as power of attorney or end of life directives so everyone knows what your wishes are if you can't communicate
- ☐ Someone to take you home when you are ready to go home.

Remember to leave your valuables at home. We are not responsible if your valuables go missing or get stolen while you are in hospital.

What to bring to hospital

- ☐ Your medicines – this is very important
- ☐ Your glasses, contact lenses or hearing aids and their cases so you can keep them safe
- ☐ Dentures and something to store and clean them in. Dentures get lost really easily if they aren't in their own container
- ☐ Xrays if you have them
- ☐ Your walking stick or walker if you have them
- ☐ No more than \$20 in cash
- ☐ Your mobile phone and charger and a list of phone numbers you might need
- ☐ A pillow, pillow case and blanket if you want to
- ☐ Books and magazines.

Make sure all your items have your name on them in case they get lost. We will try to be careful with your personal things but if they get lost we are not responsible. We ask that you please keep your mobile phone on silent while you are in hospital so you don't disturb other patients.

Medicines

Please bring all your medicines into hospital with you. Make sure this includes medicines you buy from the supermarket or the pharmacy as well as vitamins, herbal medicines and rongoä.

When you get into hospital give all your medicines to your nurse or midwife, this is important so that an accurate medicines list can be compiled.

If you want to know more about your medicines or have any questions talk to your ward pharmacist, nurse, midwife or doctor.

When you leave hospital you will be given a prescription for any medicines you need, and a discharge summary which shows you and your GP what medicine changes have occurred during your stay.

The medicines you brought to hospital with you that are still needed will be returned to you, and you should take these, with your prescriptions and discharge summary to your community pharmacy.

Laptops and jewellery

We don't want you to bring lots of cash, jewellery, expensive clothing or other items into hospital with you. These things can easily get lost or go missing. We are only responsible for things you give to your nurse or midwife for safe keeping. They will give you a receipt and your things will be locked up safely until you leave.

If you bring a radio, laptop, ipod, MP3 player into hospital, please use headphones or ear buds so you don't disturb other patients.

Please make sure that your equipment is safe by getting it checked by an electrician before you bring it into hospital. You need to check with a staff member before you plug in electrical appliances to ensure you are safe to do so.

Where Your Hospital Stay Might Be

Te Whatu Ora has four hospitals in Te Tai Tokerau Northland. These are in Whangārei, Dargaville, Kawakawa and Kaitiaki.

To help ensure beds are available for patients who are most unwell or need operations that can only be provided at Whangārei Hospital, you may be transferred to one of our other hospital's inpatient wards to complete your recovery.

If you are admitted in Whangārei but live elsewhere in the region, you will likely be transferred to an inpatient ward at your local hospital where you can complete your recovery.

We realise this might cause some inconvenience for family/whānau to visit you there, but we can help with this.

Please be assured that wherever you stay, you will receive the same level of care and support. We are also happy to look at ways we can support you and your family/ whānau to manage your recovery at home. Thank you for understanding how important it is to keep the hospital flowing so that everyone can get the care they need.

Transferring to another hospital's inpatient ward

We will support and facilitate your transfer to another hospital's inpatient ward. There are several ways in which you may be transferred, depending on your mobility and other circumstances. We might take you in one of our patient-transport shuttles or in an ambulance. You may even be able

to go in a family/whānau member's private vehicle. Likewise, when you are discharged or need to return to the hospital you presented at, we will also arrange transport for you.

We support your right to be fully informed about your health care. Please don't hesitate to ask for more information or question anything you don't understand. You can phone the scheduler at the hospital where your appointment is or, if you are already at the hospital, ask one of your care team.

If your family/whānau need support to visit you at the hospital you have been transferred to, please enquire with one of your care team or the scheduler.

Is there WiFi in the hospital?



Yes, free WiFi is available for patients and visitors. In your mobile device settings and Wi-Fi connections, look for and connect to 'Hospital Hotspot' and follow the steps. Wi-Fi access is issued for a 24-hour period, after which you will need to repeat the access connection steps. For Hospital Hotspot support, call 0800 888 588, press 1 for technical support.

Volunteers

There is a range of volunteer services available at our hospitals which assist us in a variety of programmes. Our patients and the public benefit from our volunteers' contributions and we appreciate the difference volunteers make.

Will I get my own room?

Most patients will share a room. Single rooms are usually for people who are very sick. If you are very sick when you come into hospital you might get your own room until you are a bit better and able to be moved into a shared room.

Usually there are separate four-bed rooms for men and women. However, if the hospital is very busy, you might be in a mixed four-bed room.

In the Children's Ward, boys and girls over the age of six are placed in separate rooms.

Can someone stay with me?

Tell the staff if you have a primary caregiver (someone who is the main person who looks after you) who you want to be involved in your care. We consider a primary caregiver is part of the team looking after you. Your primary caregiver should work closely with the staff who are looking after you so you can get the best possible care. Your primary caregiver can stay with you overnight if the staff looking after you agree. If your child is in hospital we really want someone to stay with them overnight so we will provide a bed or La-Z-Boy for that person to rest on. If you are staying with your child, you will be provided with sandwiches for lunch and a hot meal at night.

Next of kin

You will need to give staff details of your next of kin. This could be the same person or a different person from your primary caregiver.

Can my family bring me food?

Yes they can unless you are waiting for tests, for surgery or you are on a special diet. Talk to the staff about what food is best for your health. A dietitian can come and talk to you about eating healthy food.

Can whānau and family talk to the doctors that are looking after me?

If you want your whānau and family to talk to the doctors ask your nurse to arrange a suitable time for you both.

Smoking



All of our hospital buildings and grounds are smokefree and this includes our car parks. You and your visitors can not smoke in any of the hospital buildings, grounds or car parks. If you want to try and quit smoking while you are in hospital, talk to your nurse or midwife. They will arrange for you to have nicotine replacement therapy (NRT) patches or gum while you are in hospital. We can also refer you to an organisation to help you quit smoking.

Accommodation for whānau and family

Tell staff as soon as possible if your whānau/family want to stay at these places as we will need to arrange keys.

Whangārei Hospital

- Whānau House in the hospital grounds – \$10 per night per person
- Pukawakawa Lodge in the hospital grounds – \$95 per night for a room.

Bay of Islands Hospital (Kawakawa)

- Whānau House in the hospital grounds – no charge.

Kaitaia Hospital

- Whānau House in the hospital grounds – no charge
- There are also a number of motels close to the hospital.

Dargaville Hospital

- There is no accommodation in the hospital grounds but there is a motel close to the hospital.

Part 2 – While you are in hospital

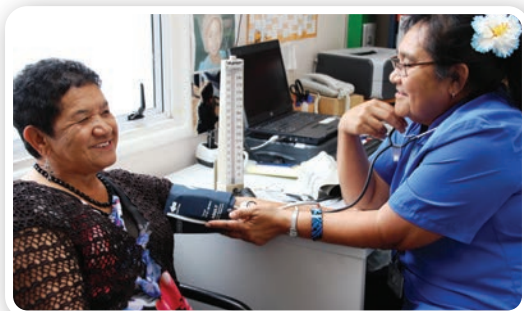
Identity bracelet

When you or your baby are admitted to hospital, an identity bracelet with the patients name and date of birth printed on it will be put on your or the babies wrist. You must keep this on your wrist while you are in hospital. The bracelet has important information on it and our staff will check it to make sure they are treating the right person.

Who will look after me while I am in hospital?

You will be looked after by a team of our staff. The team looking after you could include:

- Yourself
- Doctors
- Nurses
- Midwives
- Pharmacists
- Dietitians
- Physiotherapists
- Occupational therapists
- Speech language therapists
- Porters
- Social worker
- Audiologist
- Healthcare assistants
- Administration staff.



All staff will introduce themselves when they first meet you. They will be wearing an ID tag with their name and photo. You can always ask to see their ID tag.



If you are not happy with the staff looking after you or you can't understand them, you or your whānau/family should ask to speak to the manager. Sometimes it is not possible to change staff but the manager will discuss this with you.

Other staff who can support you

Health social workers provide free and confidential support services for all ages after an accident or illness. They provide social work assessments and intervention for all areas of health, including maternity, community rehabilitation, child and family, palliative care and care of older people.

They help with completing forms (e.g. Ministry of Health transport form) and are prepared to support patients in their dealings with other agencies.

Social Workers are mobile and people are referred by other health professionals and agencies. Patients can also self-refer.

Hospital chaplains are available for all patients, whānau and families. Your nurse or midwife can contact a chaplain for you.

You can go and sit in the hospital chapel; it is always open.

Takawaenga (Māori Health Liaison) staff visit Māori patients and whānau to make sure their needs are met.



Takawaenga staff provide:

- Wairuatanga – spiritual guidance and support
- Whakaute – respect, listen and, if possible, help with your questions or worries
- Whakawhitiwhiti Korero – communicate on your behalf with hospital professionals; arrange whānau hui to kōrero about your care plan and discharge plan.

Hand hygiene and preventing infections



Our aim is to prevent or reduce the risk of you getting an infection while you are in hospital. If your family or visitors are sick, please ask them to stay at home. Alcohol hand gel are provided throughout the hospital for staff, patients and visitors to use to help stop the spread of germs.

You have the right to ask staff to wash their hands before they examine or touch you.

Visitors

We know it is good for patients to have visitors. We ask you to only have two visitors at a time to make sure other patients aren't disturbed.

However, we know visitors might have to travel a long way to the hospital. Talk to the staff if you are expecting a large number of visitors. At times, visitors might have to leave or take turns if it is too much for you or other patients on your ward.

Any children who are visiting you need to be supervised by an adult to make sure the children do not disturb other patients.

Visiting hours



There are different visiting hours at our hospitals.

Bay of Islands, Kaitaia and Dargaville Hospitals have open visiting hours except during ward rounds when visitors will be asked to wait outside the ward. Remember staff might ask you to limit the number of visitors because of other patients.

Whangārei Hospital visiting hours (see pages 30 – 32).

Taking photographs and video in hospital

We recognise that on special occasions patients and their families may wish to take photographs or video of themselves while in hospital, e.g. the birth of a baby. Please ask staff and other patients for their permission to be recorded and respect their wishes at all times.

Toilets for visitors



There are public toilets available in all of our hospitals. Your visitors should use the public toilets. Only patients should use the toilets in the patient areas.

Hospitals are a place of kindness, respect and care for everyone

It is a well-known fact that people heal better in a calm environment.

Our Kaimahi (staff) must be able to do their mahi (work) in a safe working environment.

We know that being in the hospital can be overwhelming at times. Please ask for help so we can support you.

If you have concerns let us know before you become upset or angry so we can find the support, you need.

We consider our patients and their whānau an essential part of the healthcare team.

If you feel uncomfortable or frustrated, let us know, and we will do our best to find someone to help.

Interpreters



If you are deaf or do not speak English as your first language, ask your nurse or midwife to arrange an interpreter for you.

The Privacy Act

You have two rights under this Act.

1. Your personal information will be kept private
2. You are able to look at the information we keep about you, such as your clinical records.

We have boards with patients' names on them in our wards. Other people may be able to see your name. If you don't want your name written up on the board please tell your nurse or midwife.

We give out information about patients, the ward they are on and their general condition to people who ring in. If you don't want information about you to be given, please tell your nurse or midwife.

Our staff are very careful about keeping your information private and secure. Sometimes it means we are not able to tell your whānau, family and friends all the information they want.

If you are worried about the care you are receiving or you think that any of your rights have not been protected, you should discuss this with our staff. Remember you can have a support person with you.

You are also able to ask for help from an independent Health and Disability Advocate. Advocates are trained to help patients and will advise and support you. You can contact your local advocate by ringing free phone: 0800 11 22 33. Or you can phone the Nationwide Health & Disability Advocacy Service free phone: 0800 555 050.

Posters and brochures about your rights are available in all our hospitals. Staff will give you details about treatments and procedures and the risks and benefits to you. You have to give your consent before treatments and procedures are carried out. For operations, anaesthetics and certain diagnostic procedures, such as CAT Scans or MRIs, you will be asked to sign a written consent form.

Remember you can always have a support person with you and ask questions if you are not sure about what is on the form. Make sure you have the information you need to make an informed decision about your care.

Here are some questions you could ask:

- What are my options?
- What are the benefits and risks of each option?
- How can I get some support to help me make the decision that is right for me?

Please ask if you are not sure about anything that is happening with you.

Clinical records

If you want a copy of your clinical records, contact the Clinical Records department at your hospital. They will send or give you a form to fill in. It will take about four weeks for you to get a copy of your records.

The first copy of your records is free. If you ask for your records a number of times you will be charged a fee for staff to find and copy your records. Patients from overseas have to pay for a copy of their records.

Our staff are always happy to talk with you about your clinical records.

Teaching hospitals

Our hospitals provide clinical education and training for student doctors, nurses and other health professionals.

Students will always identify themselves and will ask your permission before discussing your care or performing an examination. Students are supervised by qualified staff at all times and if you do not wish students to participate in your care you are welcome to say so – they will not be offended.

Places to buy food and drink at the hospital

Te Whatu Ora is committed to improving the health and wellbeing of Northlanders. We provide healthy food and drink options to encourage healthy eating. In general terms, the healthier options are those with less calories, lower fat content (especially saturated fat), less sugar and salt content.

Whangārei Hospital

- Public cafeteria on the ground floor is open Monday – Friday 7am to 5pm. Saturday, Sunday and Public Holidays (excluding Christmas) 9am to 3pm
- Vibe Café on the lower ground floor is open to the public from Monday to Friday 7am – 11.30am, 1.30pm – 7pm. Staff only time between 11.30am – 1.30pm Monday to Friday.

Dargaville Hospital

- No café.

Bay of Islands Hospital

- No café.

Kaitaia Hospital

- Sandhills Café is open Monday to Friday 8am to 3pm.



Security guards

Whangārei Hospital

Security service on-site 24 hours a day.

Kaitaia, Bay of Islands and Dargaville Hospitals

These hospitals have security available and patrols from 7pm each evening. If you are worried about security at any time, talk to your nurse or midwife.

Patient enquiries

People can get general information about patients by phoning these numbers:

Whangārei Hospital 09 430 4101 – ext 7271

Bay of Islands Hospital 09 404 0280

Kaitaia Hospital 09 408 9180

Dargaville Hospital 09 439 3330

We only give out information about the patient's name, ward and general condition.

If you don't want us to give out this information about you, please tell your nurse or midwife.

National Travel Assistance Scheme

You may be able to receive financial assistance if you are referred by a hospital specialist (not your GP) to see another hospital specialist and you have to travel long distances or travel a lot.

Talk to the National Travel Assistance Coordinator who will help you work out if you can get this assistance. Phone 09 4304101- ext 7435 and ask for the coordinator.

There is more information at:

www.moh.govt.nz/travelassistance

Hospital fees

If you are a New Zealand citizen or permanent resident you do not have to pay fees.

Patients from overseas may have to pay for their healthcare in New Zealand.

St John Ambulance

You will have to pay if an ambulance takes you to hospital. You will also have to pay if an ambulance takes you home from hospital. You will not have to pay if you are transferred between Kaitaia, Bay of Islands, Rawene or Dargaville Hospitals to Whangārei Hospital.

Pets



Usually we don't let pets visit patients because of patient safety and concerns about allergies and infections. However if you have a special request, talk to our staff. The manager will decide if a visit is possible.

Delivery of flowers



Flowers for patients are delivered to the patient when the courier delivers them to the hospital.

Transport

Whangārei Hospital

- Staff will call you a taxi if you need one
- There is a freephone for local taxis at the main entrance by the security office
- There is a bus stop by the public car park on Maunu Road, Highway 14.

Bay of Islands Hospital

- There is a local taxi service.

Kaitaia Hospital

- There is a local taxi service
- Kaitaia Bus About Town (Monday to Friday)
- Shuttle bus from Kaitaia Hospital to Whangārei Hospital return Monday to Friday, excluding the Christmas period.

Dargaville Hospital

- Kaipara Community Health Shuttle – 09 439 3013
- There is no local taxi service.



Part 3 – Leaving the hospital

You and your health care team will agree when you are well enough and it is safe for you to go home.

If you feel it would be unsafe for you to go home, talk to your nurse or doctor about what is worrying you.

Before you leave, make sure you have:

- ☐ Your discharge information
- ☐ Any follow-up appointments you need
- ☐ A number to call if you have any questions or concerns
- ☐ Had a prescription provided by your doctor for the medicines you will need when you leave
- ☐ Referrals to any services you need, for example district nurse, Meals on Wheels
- ☐ All your personal belongings, including anything your nurse or midwife looked up for you (remember you will need the receipt)
- ☐ Transport to get home
- ☐ If you are admitted because of an injury you will need all of your ACC documentation
- ☐ Medical certificate.

Lost property

If you think you have left something behind, contact the ward you were staying in.

We keep lost property for two weeks and then it is disposed of.

We would like to get your feedback

We really want you to fill out the Suggestions, Compliments and Complaints forms available in each ward and department. We like to get compliments about our staff and services as well as feedback. Compliments and feedback help us to review and improve our services.

If you do have any concerns you should talk to the staff such as your nurse, midwife, doctor, the manager, your ward social worker or the takawaenga. They will do their best to sort out your concerns as quickly as possible.

If you are still not satisfied, you can do a number of things:

- Call or write to us – The Quality & Improvement Directorate, Whangārei Hospital, Private Bag 9742, Whangārei 0148. Phone: (09) 4304101 ext 7209
- Email us: quality.feedback@northlanddhb.org.nz
- Fill in our online feedback form: www.northlanddhb.org.nz/ContactUs/FeedbackForm.aspx
- If you would prefer to talk to someone who is not a member of our staff, contact the free local advocacy service, the Nationwide Health & Disability Advocacy Service free phone: 0800 555 050.

Leaving the hospital

Our Vision

A Healthier Northland

Te Whatu Ora

Health New Zealand

Te Tai Tokerau

Our Mission

Our mission is to work together with Northlanders in partnership under the Treaty of Waitangi to:

- Improve population health and reduce inequities
- Improve patient experience
- Live within our means.

Information about Whangārei

Living Our Values for Safety, Health and Wellbeing



Tāngata i te tuatahi
People First

- He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata
- Our people are central to all we do



Whakaute (tuku mana)
Respect

- He whakaaro nui ki ētahi atu
- We treat others as they would like to be treated



Manaaki
Caring

- Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui
- We nurture those around us, and treat all with dignity and compassion



Whakawhitiwhiti Kōrero
Communication

- Whakawhitiwhiti kōrero i runga te tika, te pono me te aroha
- We communicate openly, safely and with respect to promote clear understanding



Te Hiranga
Excellence

- Kia kaha, kia māia, kia manawa nui
- Our attitude of excellence inspires confidence and innovation

Our Values

Mail

We deliver and pick up mail for posting once a day. You can also take stamped addressed mail to the mail room on the lower ground floor of the hospital.

Visiting Hours

- **Ward 1, Ward 3, Ward 4:**
(surgical) 11am – 8pm.
- **Ward 14 and Ward 16:**
(medical) 11am – 8pm.
- **Ward 11:**
(maternity) 11am – 8pm.
- **Ward 15:**
(assessment & rehabilitation unit) 2pm – 8pm.
- **Ward 2:**
(children's ward) By discretion of the senior nurse. One caregiver only after 8pm. Please make sure children visiting are supervised by an adult at all times. One adult caregiver (16 years and over) can stay overnight.
- **Special Care Baby Unit:**
11am – 1pm & 3pm – 8pm. Only parents and caregivers can visit before 11am and after 8pm. Quiet time (no visiting) between 1pm and 3pm.
- **Delivery Suite:**
Visitors allowed if the senior midwife in charge agrees.



- **Intensive Care Unit:**
(ICU) 11.30am – 2.30pm & 4pm – 8pm. Only two visitors per patient (includes children). Rest period for all patients between 2.30pm and 4pm. One caregiver can stay for child patients. One person only to stay if the nurse manager or shift coordinator agree.
- **Coronary Care Unit:**
11am – 1pm & 3pm – 8pm.
Quiet time (no visiting) between 1pm and 3pm.
- **Mental Health Unit:**
2pm – 5pm.

Unless special arrangements have been made with the nurse in charge of the ward, visitors have to leave the hospital by 8pm.v

Please ask your visitors to consider the needs of other patients, especially if you are sharing a room. Children who are visiting need to be supervised.

Visitors should use the public toilets. The toilets in patient areas are for patients only.

Visiting after hours

After 8pm your visitors will only be allowed into the hospital if the nursing staff caring for you agree.

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 guards are available in the evening to help visitors.

After you are discharged

If you become unwell within 24 hours of your discharge, come back into the hospital so we can check you.



Information about Bay of Islands Hospital (Kawakawa)

Accommodation for whānau and family

Whānau House is in the hospital grounds. Please tell staff as soon as possible if your whānau want to use the Whānau House as we have to arrange keys.

Patient phone

A patient phone for local calls is available at the front desk.

Visiting hours

There are open visiting hours, except during ward rounds when visitors will be asked to wait outside the ward. Staff might ask you to limit the number of visitors because of other patients.

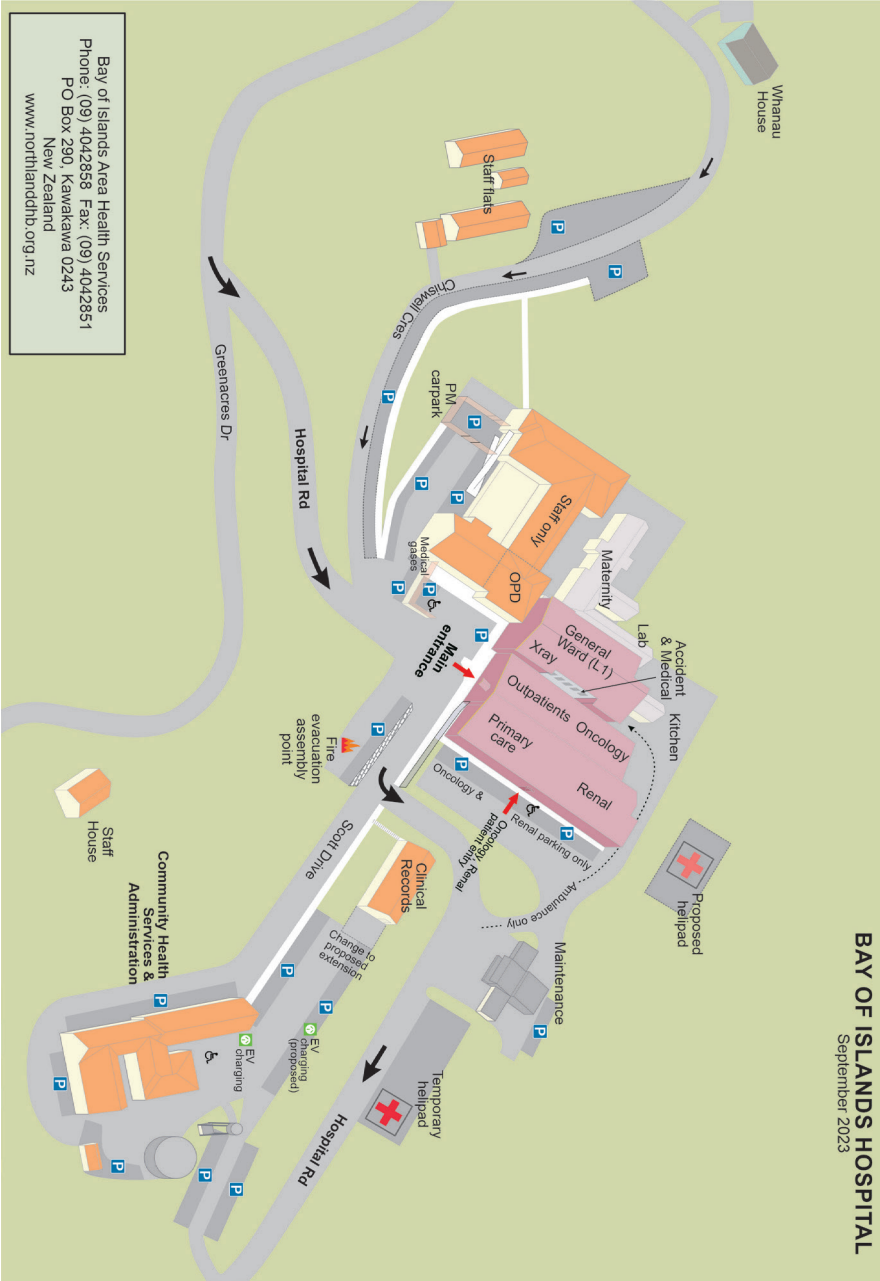
After you are discharged

If you become unwell within 24 hours of your discharge, come back into the hospital so we can check you.

If it is something that is not urgent, contact your GP.

Transport

Local taxi service is available.



BAY OF ISLANDS HOSPITAL
September 2023

Information about Kaitaia Hospital

Accommodation for whānau and family

Whānau House in the hospital. Please tell staff as soon as possible if your whānau want to use the Whānau House.

Visiting hours

There are open visiting hours, except during ward rounds when visitors will be asked to wait outside the ward. Staff might ask you to limit the number of visitors because of other patients.

After you are discharged

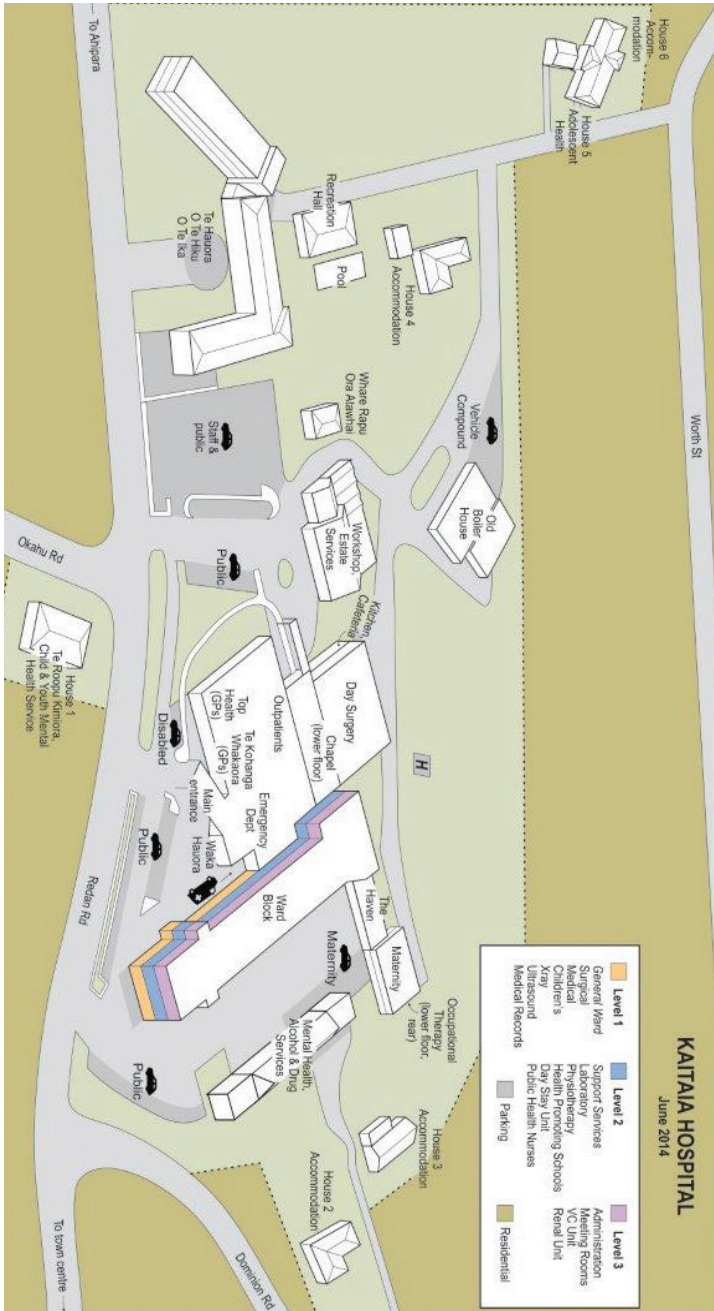
If you become unwell within 24 hours of your discharge, come back into the hospital so we can check you.

Transport

- Local taxi service 7am – 10pm seven days a week
- Kaitaia Bus About Town – Monday to Friday
- Shuttle bus from Kaitaia Hospital to Whangārei Hospital return Monday to Friday, excluding the Christmas period.

Café and phone

- Sandhills Café open 8am – 3pm Monday to Friday
- Mobile patient phone is available on the ward
- Visitors pay phone upstairs Level 2.



Information about Dargaville Hospital

Accommodation for whānau and family

There is no accommodation on site but there is a motel near the hospital.

Visiting hours

There are open visiting hours, except during ward rounds when visitors will be asked to wait outside the ward. Staff might ask you to limit the number of visitors because of other patients.

After you are discharged

If you become unwell within 24 hours of your discharge, come back into the hospital so we can check you.

Transport

There is no taxi service available.

Patient phone

A patient phone for local calls is available at the front desk.



Your Rights

The Code of Health and Disability Services Consumers' Rights says what we have to do when we provide any sort of health or disability service. The purpose of the Code is to protect your rights and to help sort out any complaints you may have if your rights have not been protected.

Your rights are:

Right One

Respect and Privacy

- You should be treated with respect, including respect for your personal privacy
- Services should take into account your cultural, religious, social and ethnic needs, values and beliefs.

Right Two

Fair Treatment

- You should be free from discrimination on the grounds of age, gender, race, beliefs, marital or family status, employment, sexual orientation or disability
- Services should be delivered without coercion, harassment or any form of exploitation.

Right Three

Dignity and Independence

- Services should be provided in a way that respects your dignity and independence.

Right Four

Proper Standards

- Be provided with reasonable care and skill
- Meet legal, ethical, professional and other relevant standards
- Be consistent with your needs
- Minimise potential harm.

Providers should co-operate with each other to ensure you have quality care.

Right Five

Effective Communication

- Information should be given in a form, language and manner which you can understand
- You should be listened to
- A competent interpreter should be available if you need one and if it is reasonably practicable
- Communication should take place in an environment that supports open, honest and effective discussion.

Right Six

Information

You should always receive the following information:

- An explanation of your condition
- Your options, including the expected risks, side-effects, benefits and costs
- An estimate of when you will receive a service
- Advice of any possible involvement in teaching or research
- The results of tests or procedures
- The information you need to make a decision.

You should be given honest answers to your questions relating to services. This includes questions about:

- The identity or qualifications of a provider
- Your provider's recommendations
- How to get another opinion
- Results of research which you were involved in
- You have a right to request and receive a written summary of information.

Right Seven

Your Choices and Decisions

- You should receive a service only when you have made an informed choice and given your informed consent
- You should be presumed to be competent to make choices and give consent unless there are reasonable grounds for a provider to conclude otherwise
- If you have diminished competence, (for example, a child) you should be allowed to make choices and give consent to the level of your ability
- In circumstances where services have to be delivered without your consent, they should be in your best interests. Steps should be taken to discover whether services would be consistent with your wishes, including discussing the matter with available family and close friends
- You may make a decision in advance, in accordance with common law

- Your consent should be obtained in writing when you will be involved in research, an experimental procedure, a general anaesthetic or where there are possible significant adverse effects
- You may refuse services and withdraw your consent
- You may change to another provider where it is practicable to do so
- You may make decisions about body parts or bodily substances.

Right Eight

Support

- You may have a support person or persons of your choice with you, as long as it is safe and other consumers' rights are not unreasonably affected.

Right Nine

Rights During Teaching and Research

- All of these rights apply when you are being asked about or taking part in teaching or research.

Right Ten

Your Complaints Taken Seriously

- You may make a complaint in any form appropriate to you
- You should be advised of your provider's complaints and appeals procedure
- You should be kept informed about the progress and outcome of your complaint
- You should be advised of the availability of advocates and the Health and Disability Commissioner to assist with your complaint
- You should not be adversely affected by complaining.

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