

About Your Hospital Stay

TŌ NOHO / TĒNEI HŌHIPERA



ROTORUA HOSPITAL
TAUPO HOSPITAL



Manaakitanga

Integrity

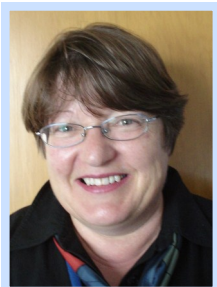
Accountability

November 2014

Welcome to Lakes DHB Hospitals at Rotorua and Taupo

NAU MAI KI TE POARI HAUORA-A-ROHE O NGĀ MOANA ME NGĀ HŌHIPERA O ROTORUA ME TAUPO

We consider the care and comfort of our patients to be of utmost importance, and our team of skilled health care professionals is here to help meet your medical needs.



Knowing what to expect can be a comfort to you and your family/ whānau. Please talk to your nurse or doctor if you have questions or concerns about your care or aspects of your stay in hospital.

Kind regards

Dale Oliff, General Manager Clinical Services
Lakes District Health Board

VISION

The Lakes District Health Board's Vision for the health and independence of its community is:

Healthy Communities – Mauriora!


VALUES

Lakes DHB's three core values are:

Manaakitanga - Respect and acknowledgement of each other's intrinsic value and contribution

Integrity - Truthfully and consistently acting collectively for the common good

Accountability - Collective and individual ownership for clinical and financial outcomes and sustainability



The Lakes Way
Healthy Communities - Mauriora!

OUR PROMISE TO YOU AS A PATIENT

CARING

- We will treat you and your family with respect
- We will make choices available to you
- We will treat you with dignity
- We will respect your individual beliefs

COMMUNICATING

- We will listen
- We will keep you informed
- We will answer your questions

CONSISTENCY

- We will keep you safe
- We will provide you with the best possible care

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History

NGĀ KŌRERO O MUA

The Rotorua Hospital site, Pukeroa Hill, was gifted by one of the prominent tribes of Te Arawa, Ngati Whakaue for the establishment of health services.

In 1885, Pukeroa Hill was redeveloped – trees were planted, paths were laid and sports fields were set out. In 1915 the Rotorua Cottage hospital was built and soldiers injured in World War I were treated there. A year later, it was renamed the King George V Hospital and accommodated up to 200 patients.

Extensions to the hospital were made in 1921 by the Health Department. A decade later, Rotorua Hospital was placed under the newly-formed Waikato Hospital Board.

Work on redevelopment of Rotorua Hospital was completed in May 2013, and redevelopment at Taupo Hospital is scheduled to be finished by early 2015.

The Rotorua work saw the redevelopment and expansion of the Emergency Department; the construction of five new theatres, plus a new purpose-built 16 space procedure unit and the development of the Assessment, Treatment and Rehabilitation development.

The Taupo refurbishment will update the areas that opened in the 1970s.

Lakes District Health Board hospitals are certified under the New Zealand Health and Disability Sector Standards. The hospitals at Taupo and Rotorua provide a wide range of secondary and support services. Lakes District Health Board has a total of 229 beds across both Taupo and Rotorua Hospital sites.

Our Approach to Your Care

TE ĀHUA O TĀ MĀTOU TIAKI I Ā KOE

At Rotorua and Taupo Hospitals we 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 and your family/whanau to continue making your own decisions about your health and caring for yourself, with assistance and support from our staff.

There will be some things that you will be able to do for yourself and we encourage you to remain as independent as possible. However with things you can't do the nurses, midwives or lead maternity carer (LMC), doctors and allied health staff (e.g. the physiotherapist) will help you.

Our Maori health teams are also here to support you during your stay in hospital. They can liaise with patients / turoro, your whanau, other members of the health care team and management, about appropriate care.

We support and encourage your right to be fully informed about your health problems and care and at each stage those caring for you will explain what they are doing and why.

Information For You & Your Family

HE WHAKAMŌHIOTANGA MĀU ME TŌ WHĀNAU

What to bring (Please label these clearly):

Te uru tanga ki te hohipere

You may use your own pillow and bed linen if you wish (please make it easily identifiable).

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

- Nightwear and dressing gown
- Comfortable clothing to wear during the day, such as track suit or casual clothing
- Toothbrush and toothpaste
- Soap and shampoo
- Tissues
- Brush and comb
- Shaving gear
- Slippers
- Phone card
- Containers or cases for glasses, hearing aids or dentures
- Walking stick or frame
- Books
- Writing materials
- Small hobby work (optional)

Valuables, and Personal Items

We discourage you from bringing valuables including jewellery or large sums of money to the hospital, and ask that you label all personal belongings.

Glasses / Hearing Aid - Please bring the case for your glasses or hearing aids, to ensure these items don't get lost when you are not wearing them.

Dentures - Please bring a container to hospital for cleaning and storing your dentures. Without such a container your dentures could easily be lost.

We urge you not to:

- wrap your dentures in tissues
- slip them under or into your pillow
- leave them on meal trays or loose on locker tops

Electronic devices

There are TV lounges available in all units.

We discourage you from bringing electronic items with you into hospital because they are not suitable in some areas because of the noise, interference with sensitive monitoring equipment and limited space.

Should you bring any electronic devices, please check with staff the appropriate place they may be plugged into the power. There is no facility for you to use hospital internet.

If you do bring small personal items such as radio, iPOD, MP3 player or laptop computer to hospital, be aware that **the security of these items is your responsibility.**

Please use earphones with any sound device to reduce disturbance to other patients and turn off all items outside visiting hours.

Medicines

If you are taking any medications (pills, medicines or herbal remedies) please bring them with you and discuss your medication with the clinical team. This is very important as some of these things may interact with treatments we may give you.

If you are taking rongoa Maori, please advise your nurse or a member of the Maori health team, as some rongoa may affect prescribed medication.

If there are details of any treatment you need or allergies that you have please tell us. The doctor will need to review your medication and any changes will be discussed with you.

Getting Here

Public access to **Rotorua Hospital** is through the new main entrance of Whakaue Rauoranga, off Pukeroa Street. All patients and visitors now enter Rotorua Hospital through this new entrance. Please follow the signs.

Public access to **Taupo Hospital** is via the main entrance off Kotare Street. After 8.00pm the main doors are locked and access is via the new Emergency Department or the new Maternity Unit. The front door is locked at 8.00pm but public access remains via a buzzer at that door. The attendant will respond.

Parking

Site maps are available on the website (www.lakesdhb.govt.nz) or from the reception desk on your arrival.

Rotorua: Please park in the main **public** car park off Pukeroa Street at the top of the hill. Disabled and emergency department parking is closest to the entrance. Please do not park in areas marked restricted as your vehicle will be towed away.

Taupo: Public parking is available as signposted, in the areas of ED, Maternity and Outpatients. Please park in the right area. Visitors are asked not to park at the rear of the hospital as this area is set aside for staff parking.

Taxi

If coming by taxi to Taupo or Rotorua Hospital, ask to be brought to the main front entrance. Telephones are situated near the front entrances for you to call a taxi to depart.

Catching a bus

- Cityride provides 10 routes that cover all of Rotorua. The bright green buses depart every half an hour from the Pukuatua bus stop in the central city (applies to all routes) and operates Monday to Saturday (except public holidays).
- The Murupara Passenger Service operates from Murupara to Rotorua every Thursday (except public holidays).
- The Taupo bus service runs four times a day with a stop at Taupo Hospital (three times on weekends and public holidays).

Ambulance

You may have been brought to hospital by ambulance and if you belong to St John Ambulance or have had an accident there is no charge for your arrival.

Transport to Other Hospitals

If you are in hospital and need treatment at another hospital as part of your care, transport will be arranged by Lakes District Health Board at no cost to you.

However, if you are subsequently discharged from the other hospital after your treatment and not re-admitted to a Lakes DHB hospital the arrangement and cost of transport home will be your responsibility.

Please note that **if you ask to be transferred to another hospital**, the transport costs are your responsibility.

Transport and Accommodation Assistance

You may qualify for assistance if you:

- Are a Community Services Card holder, and travel more than 80 kilometres to a specialist appointment
- Are under 18 years, are a Community Services Card holder and travel more than 25 kilometres to a specialist appointment
- Attend six or more specialist visits within six months and travel more than 50 kilometres
- Are required to travel over 350 kilometres for adults and over 80 kilometres for children, to a specialist appointment
- Your first visit to hospital may not qualify but if you have return visits you will be eligible if you meet the above criteria.

Ask to register for National Travel Assistance and for a copy of the National Travel Assistance claim form when attending your first outpatient appointment.

If you need help to get to a health related appointment, please call the Lakes DHB transport line — 0800 768 537 during business hours.

Services for people with disabilities

If you require assistance with hearing, sight or other disabilities, please talk to your nurse.

Hearing impaired - There are faxes located in each unit and these are available for hearing-impaired patients to assist communication with friends and family. There is also access to interpreters for the hearing impaired.

Access - All entrances are wheelchair accessible.

Toilets - Wheelchair accessible toilets are located on each floor.

Personal care - Except under special circumstances, carers are able to provide personal care for people with disabilities while in hospital.

Interpreter Service

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

Overseas Charges

If you are not a New Zealand resident you may be charged for hospital services. Please let your nurse know about any issues concerning your stay in New Zealand. Our finance department will also contact you.

Visitors

MANUHIRI

Family and friends are welcome to visit both Rotorua and Taupo hospitals between **11am and 1.30pm** and **4pm and 8pm** every day. Designated rest periods are strictly adhered to.

Special arrangements are in place in the maternity and children's areas, the intensive care and coronary care units. Our staff will explain these to you. If your child is a patient, you are welcome to stay with your child.

Support Person

We encourage you to nominate **one** support person to be with you outside usual visiting hours for times when you need the support of a family or whānau member. This person will be noted on your care plan. Your support person might help you during a medical consultation, wait with you before a procedure, assist you with cares, or be with you if seriously unwell or receiving bad news.

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.

Visitor Responsibilities

As a patient or visitor to Lakes DHB health services we ask that you please respect our patients' right to quiet time to rest and recover:

- Two visitors per patient
- Please use the hand sanitiser located at the entry to units before and after visiting
- If you have a cold, diarrhoea, viral illness or are generally feeling unwell, please do not visit to avoid passing on the infection to patients
- Children under 14 must be supervised and accompanied by an adult
- Treat all others with respect, courtesy and consideration
- Comply with instructions from staff at all times to ensure patients, visitors and staff are kept safe

- Only use cell phones outside clinical areas. Clinical areas have a number of electronic monitoring devices and use of cell phones can cause interference with the equipment
- Patients and support people - turn off your cell phones between the hours of 8pm and 7am so patients may rest undisturbed
- Respect that **Lakes DHB is a smokefree site** which means that smoking is not permitted on any of its sites, including hospital buildings and grounds. If you would like help to stop smoking either as a patient or visitor, please ask to be referred to the smokefree coordinator
- Respect that gang patches and paraphernalia are not permitted on any Lakes DHB site
- Respect that people in possession of or under the influence of illegal drugs or alcohol will be required to leave the premises unless urgent medical care is required
- Please treat the DHB's facilities and equipment with care

Lakes DHB reserves the right to withdraw any visiting rights to its premises at any time.

Public Toilets

Visitors are asked **not** to use patient toilets.

In **Rotorua** there are public toilets conveniently located on the ground floor of the new three level building, Whakaue Rauoranga.

In **Taupo** the men's public toilet is in the main corridor, the women's is in the outpatients area. Public toilets in the Emergency Department and Maternity Unit are signposted in each area.

Cafeteria

For relatives or friends visiting or staying at the hospital, food is available from the cafeteria. We encourage visitors to go to the cafeteria for a break and refreshments and not to eat in the patient areas.

In **Taupo** the cafeteria is situated off the main corridor, opposite the inpatient unit. Hours of operation are: **9am – 3pm**, Monday to Friday. A limited service is available on weekends.

In **Rotorua**, the **Vibe Cafeteria** is on the ground floor, in the internal courtyard by the Elderly Services Building (Older Persons and Rehabilitation Service or OPRS). Hours of operation are: **8.30am – 7pm**.

A coffee station is also available in the new Rotorua Hospital building, in the atrium. Hours of operation are: 7.30am – 2.30pm Monday to Friday.

Accommodation

Paimarie (Haven of Peace) is the family and whanau emergency accommodation at Rotorua Hospital. Close family and whanau support persons of very sick and acutely unwell patients at Rotorua Hospital are eligible to stay at Paimarie provided they do not live in the Rotorua region nor have relatives or friends in the Rotorua area they could stay with.

Paimarie provides temporary accommodation (usually up to two nights) for close whanau and support people who meet the eligibility criteria, so that they can be accommodated in a safe and comfortable manner off the ward while still being near to their loved one in hospital.

There is a small charge to stay at Paimarie, and this will be fully explained to you. The charge helps with administration of the units including linen, cleaning and electricity costs.

For further information about Paimarie Whanau Accommodation, phone extension 7849 during normal business hours. After hours, ask the nurse of your family member in hospital in the first instance and the nurse will contact the duty manager.

The **check in time** for Paimarie accommodation is **2.30pm**. No guests will be permitted to enter the units prior to this time.

The **standard check out time** for Paimarie accommodation is **11am**, and if you have agreed to vacate the units on a particular day you must hand in your key and leave before this time.



When You Are Admitted

TE TIMATANGA

You will be welcomed to your unit by a staff member.

We will place an identification bracelet on your wrist. This will help us double check your identity before undertaking any tests or treatments. Please wear it at all times, while you are with us.

Your identification bracelet includes your own personal identification number, the National Health Index or NHI, which is used by hospitals and other health services throughout New Zealand.

You may be moved to different rooms throughout your stay.

Sometimes it may be necessary to move you from Rotorua Hospital to Taupo Hospital, or vice versa, depending on your clinical requirements.

Smoking

Lakes DHB has a smokefree policy which means that **smoking is not permitted anywhere within the grounds of Rotorua and Taupo Hospitals.**

At Rotorua this means all the way to the bottom of Pukeroa Hill.

At Taupo this means beyond the driveway entrance on Kotare Street.

This applies to everyone: patients, family, visitors and staff.

As a patient, you will be asked whether you smoke, or have smoked in the past month. Depending on your answer, you will be offered advice about quitting smoking and details of smoking cessation providers.

Your nurse or doctor can help you with questions about quitting smoking and can offer you Nicotine Replacement Therapy (NRT).

Meals

You will be able to make your selection for meals (including vegetarian choices) from a menu which will be in line with your clinical needs. At Rotorua Hospital our food ambassadors will provide you with the menu choices, and they will enter your choices electronically. Our nursing staff are happy to discuss any questions you may have about your diet.

Please advise staff if you have any allergies so that we are aware of this important information.

Meal times vary slightly in the units but in general meals are served:

Breakfast	7:30 – 8:30am
Lunch	11:45am – 1:00pm
Dinner	4:45pm – 6:00pm

To call for help

If you need assistance, please use the call button on your hand-held controller.

Your comfort

Your hand-held controller also allows you to turn the reading light for your bed on or off.

Units are ventilated and temperature controlled by air conditioner. Please advise your nurse if you feel hot or cold, or require more blankets.

Don't hesitate to advise your nurse if you are uncomfortable; pain management is an important part of your care.

Safety

As a patient you will be encouraged to do as much as you can for yourself with help from staff when it is needed. Encouraging independence is an important part of your recovery. However if you need a lot of help to move in bed or stand up, staff will not be able to lift you by hand as this is unsafe for you and the staff.

We now use up-to-date methods such as patient lifters, hoists and slide sheets that are both comfortable and safe for everyone.

Before any safe handling method is used, it will be explained and you will have opportunity to ask questions.

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.

Security

Our security measures and hospital rules ensure the protection and safety of all patients and staff. Staff are trained to take appropriate action in the event of an emergency situation or security alert.

Please advise your nurse if you have any concerns about your personal safety.

Anyone displaying acts of verbal or physical violence directed at staff, patients, family/ whanau will be removed from the hospital and if necessary, police assistance will be sought.

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. Our staff will advise you of any fire drills or alarm testing during your stay.

Staying Connected:

Public Phone - There is a public pay phone in the reception area in the entrance to Rotorua Hospital. This requires a phone card to use.

Telephones are available in all units for patient use; please ask your nurse..

Cell phones - Please check with your nurse before using. The use of cell phones is prohibited in some areas (e.g. ICU/CCU and the Medical Unit), as they may interfere with sensitive electronic equipment. It is best to **only** use cell phones outside clinical unit areas; never within two metres of clinical equipment including infusion pumps.

Please remember to be considerate of other patients and limit phone use so as not to disrupt other patients' sleep or quiet time. Please **turn off your cell phone between the hours of 8pm and 7am** so all patients can rest undisturbed.

Flowers

Your flowers will be delivered to you as soon as they arrive. Flowers are not permitted in the intensive care unit or special care baby unit due to infection risk. In this case your family will be asked to collect them from reception to take home. Flowers are beautiful, but please ensure the size and number of flower arrangements at your bedside does not interfere with our staff's ability to provide your care safely.

Mail

Mail is delivered to all units Monday to Friday. Stamped outwards mail may be handed to your nurse for posting.

Incoming mail should be clearly addressed to you, include the name of the unit you are in (e.g. Surgical Unit) and the hospital address which is listed at the back of this booklet.

Newspapers

The New Zealand Herald and Daily Post are on sale at the cafeteria at Rotorua Hospital.

The Taupo Times and Weekender are available on the ward or from the cafeteria at Taupo Hospital.

Please feel free to ask.....

What is your name?

You can expect all staff to wear a visible ID card with their photograph and to introduce themselves. You have the right to ask for this identification to know the name and qualification of the person attending you.

Have you washed your hands?

Everyone who comes to provide care for you should wash their hands or use alcohol sanitiser before and after contact, to reduce the risk of infection.

Do you know who I am?

Nurses, doctors and other caregivers should check your identity and call you by name before they give you medication, treatment or tests.

Are those my pills?

If you don't recognise a medication or think it's the wrong one, ask if it's really for you. If it's new, have the nurse or doctor explain it to you in a way you can understand.

Have you met my sister?

If you feel nervous or embarrassed to ask a question or raise a concern, sometimes a family member or support person can do it for you. We're happy to hear from them too!

People You May Meet

NGĀ KAIMAHI I TE HŌHIPERA

You will be cared for by a range of health professionals supported by administration 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.

Your ward is run by a **nurse manager** who is assisted by a team of professional nursing staff.

Other professional support staff you may meet during your stay include physiotherapists, pharmacists, occupational therapists, dietitians, social workers, midwives, Maori health workers, laboratory staff, attendants, household staff and chaplains.

Students

Our hospitals participate in the teaching of nurses, medical students and other health care 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 as part of the teaching process.

Kaupapa Maori Support Service

Maori Health team members are available at Rotorua and Taupo Hospitals to provide assistance, support and care for patients and their families.

At **Rotorua Hospital, Hunga Manaaki** team members provide a range of services to ensure your values, beliefs and cultural practices such as karakia are incorporated into the healing process.

If you wish to have karakia at any stage of your stay, you can make arrangements with your whanau or discuss with the Maori health team who visit Maori patients daily.

The Maori health workers are on site from 8am to 5pm weekdays. An on-call service operates outside of normal hours and on statutory holidays.

At **Taupo Hospital, Te Oranga Kaiwhakahaere** service is available between 8.30am and 4pm Monday to Friday. The service visits and provides cultural support to all Maori patients in the emergency department, outpatient clinics, wards and maternity unit.

Hospital Chaplain

Chaplains are available at both hospitals to provide pastoral care and ministry that is encouraging and supportive.

Prayers and sacraments are available at patient bedsides. Worship services are held every Sunday at 10.30am in the Chapel at Rotorua Hospital. The location for these services may move to the hospital atrium in the future.

The chaplain is available to speak to people of all faiths and visits each unit regularly. The chaplain can also arrange for a representative from your denomination or religion (where possible) to visit you if you wish.

The chaplain can be contacted at any time, please ask your nurse to arrange this for you.



Volunteers

“Friends of the Emergency Department” volunteers assist in the Emergency Department at both Rotorua and Taupo Hospitals.

GOING HOME

TE HOKI KI TE KAINGA

Rotorua and Taupo Hospitals work closely with your GP and community-based services to ensure your discharge from hospital and transfer of care on returning home goes smoothly.

Discussion around your likely day of discharge should begin soon after you enter hospital.

Please feel free to ask questions about any issues of concern to you about your discharge, so that arrangements can be made.

Our discharge planning will include:

- How you will travel home
- The need for ongoing medication, instructions for pain relief, rest, exercise and diet
- Providing community services such as district nursing, social workers, home help, meals on wheels or referrals to other agencies.
- The need for continuing therapy from your occupational therapist or physiotherapist or specialist nurse, or equipment to assist at home
- Who you or your family can talk to if concerns arise
- Whether you will have a follow-up treatment at an outpatients clinic and what this involves

It may take some time before a doctor is able to formalise your transfer of care from hospital staff to other health professionals working in the community, but we will endeavour to meet all your needs quickly.

When you are told you will be going home, you may be asked to wait in the lounge while staff complete your discharge paper work.

You should be given a discharge letter and a prescription for ongoing medication (if required) before you are discharged. Please ask if you need ACC or medical certificates completed.

Keeping your appointment

When you receive a letter from Lakes DHB advising you have an appointment, please call the phone number on the letter or email us at outpatients@lakesdhb.govt.nz to **let us know if you are unable to attend for any reason.**

If we know you are not going to attend an appointment, we can give the appointment to another patient and this helps to reduce waiting times for everyone.

Your Rights

ŌU TIKA

- You have the right to be treated with respect.
- You have the right to be treated fairly.
- You have the right to dignity and independence.
- You have the right to support and care that suits you.
- You have the right to be told things in a way you understand.
- You have the right to be told about your health or disability.
- You have the right to make choices about your care and support.
- You have the right to support.
- You have rights when you are part of training, teaching or research.
- You have the right to make a complaint.

Informed Consent

We will explain treatments and procedures and their likely effects. Your consent in writing is needed for operations, anaesthetics, and certain procedures.

It is important that you understand any treatments and procedures and we encourage you and your family to ask our staff if you have questions.

Members of our Maori health team can assist you in te reo Maori or with any cultural matters.

Clinical Records

Information about you will be collected and retained by Lakes DHB. This information will be used in monitoring and providing ongoing health services for you.

You have a right to see your personal information and in certain circumstances you may correct personal information held by Lakes DHB.

Lakes DHB may disclose information to other people/agencies providing health, disability or financial support to you, to enable continuity of healthcare. Information will be shared with your preferred contact person unless you indicate otherwise.

At times, Lakes DHB may have a statutory or ethical obligation to disclose relevant information about you.

Complaints and Feedback

Lakes DHB welcomes feedback from patients, clients, family/ whanau and visitors on any aspect of our hospital and the DHB's services. We appreciate receiving compliments, but it is also important to hear any concerns or complaints you may have.

All comments are treated in a confidential and sensitive manner and will not jeopardise any future care for you and your family.

Complaints and concerns are acted upon and we see them as an opportunity to make improvements in the service we give. When patients or relatives contact us, we are often able to resolve concerns quickly.

We encourage you to talk first with your nurse, midwife or lead maternity carer, clinical nurse manager, doctor or the duty manager about any concerns you may have. If this does not deal with your concern, or if you wish to make a complaint, please contact: Quality and Risk, direct line 07 343 7735, or internal extension 7735.

You also have the right to involve a health advocate and/or the Health and Disability Commissioner's Office.

Local Health and Disability Advocacy Services

Rotorua 07 349 0182

Taupo 07 386 5207

Health and Disability Commissioner

Phone 0800 112 233

advocacy@hdc.org.nz

Patient satisfaction surveys

Regular satisfaction surveys are mailed to recent patients. We welcome your responses to these questionnaires, as they assist Lakes DHB to monitor the level of service being offered and help us to improve our services. They are anonymous unless you wish to sign your name.

In an Emergency

NGĀ ĀHUATANGA O TE OHORERE

Once you are back at home:

In the event of a medical emergency, telephone 111 for ambulance assistance.

If it is not an emergency, please see your GP or call Healthline on 0800 611 116 for health advice on treatment.

Healthline is a free, 24 hour a day telephone advice service which now includes the Well Child telephone advice service. Healthline registered nurses assess a person's condition and health needs and recommend the best course of action and a timeframe in which to take action, as well as providing general health information. The Healthline service including the Well Child line provides parenting advice, child health promotion and health education. Ph 0800 611 116 www.healthline.govt.nz

Rotorua and Taupo Hospitals' Emergency Departments are open 24 hours a day, seven days a week. Please keep the Emergency Department for emergencies only.

The Emergency Department is a busy place with over 30,000 presentations a year so patients are seen based on a priority system. This system is not on a "first in first served" basis. Instead, patients are categorised by a triage nurse on their arrival based on the severity of the situation. Those categories are:

Triage 1: immediately life threatening

Triage 2: imminently life threatening or important time-critical

Triage 3: Potentially life threatening, potential adverse outcomes from a delay of more than 30 minutes, or severe discomfort and distress

Triage 4: Potentially serious or potential adverse outcomes from a delay of more than 60 minutes, or significant complexity or severity or discomfort and distress

Triage 5: Less urgent. If you feel that your condition is worsening while you are waiting, please speak to the nurse.

Key Contact Details

WHAKAPĀ ATU

For all enquiries:

Rotorua Hospital

Cnr Arawa and Pukeroa Streets
Private Bag 3023
Rotorua 3046
Phone (07) 348 1199 (all depts)
Or Freephone for Taupo / Turangi residents
calling Rotorua Hospital 376 1060

Taupo Hospital

Kotare Street
Taupo 3330
Phone (07)376 1000

Other Contacts

Accident Compensation Corporation (ACC)	Rotorua 350 0300
Ambulance	Rotorua 348 6286 Taupo 378 6486 or 378 2777
Citizens Advice Bureau	Rotorua 348 3936 Taupo 378 4253
District Nursing-Rotorua Hospital	Rotorua 349 7940
District Nursing Taupo Hospital	Taupo 376 1008
Health and Disability Commission	0800 112233
Lakes NASC (Needs Assessment Service Co-ordination)	
Rotorua	343 1030
Taupo	376 1041
Local Advocacy Service for patients	07 349 0182 or 0800 555 050
Psychiatric Emergency Team (PET)	0800 166 167

Transport and Accommodation Help

Lakes DHB Shuttle Services—Please call 0800 768 537 for all transport bookings and enquiries.

All patients must be registered with Health PAC and obtain a client number before they can claim any travel or accommodation expenses.

St John Health Shuttle Rotorua	07 349 7658
Turangi Community Transport	07 386 6844
Waikato Hospital	07 839 8899
WINZ - General Enquiries	0800 559 009



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