

Information for patients

He pārongo mō ngā tūroro



Some important things you need to know before you come to the hospital or health centre

Ētahi āhuatanga whai tikanga me mōhio koe i mua i tō haerenga mai ki te hōhipera, ki te pokapū hauora rānei

Welcome – Haere mai

This booklet explains important things you need to know before your appointment, or your admission to hospital. It covers...

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Your patient rights are explained in the 'Code of Consumer Rights' put out by the Health and Disability Commissioner. You'll find copies in all patient areas.

Te Tiriti i Waitangi

Together we share the responsibility in meeting our Treaty obligations of Partnership, Participation, Protection, Tino Rangatiratanga and Equity.

Your medical records

Ō whakaaturanga whakaora

We collect and hold information about all our patients so we can provide the right care and treatment. Your information is confidential and the only staff who are allowed to see your records are those who are involved in your care.

You can ask to see your records, or those of your dependent children, and can ask us to correct them if you think something is wrong. You can also ask us for a copy of your records.

How is your information used?

Pēhea ai te whakamahi ō pārongo

Your family doctor gets a summary of your treatment and any special instructions they need to know, unless you ask us not to do this. If you don't want us to send this information to your family doctor, please let us know when you are admitted or come to an appointment at the hospital or health centre.

Some patient information is used in a general way to help with research and planning so we can improve our services. But there are strict rules about how we do this and your privacy is always protected.

We also, by law, have to provide some details to a secure health register if you have certain infectious diseases and cancers. The law

provides protection for your information and we comply with these laws.

Mental Health and Intellectual Disability

If you are being treated under the Mental Health (Compulsory Assessment and Treatment) Act 1992 and or the Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003 written information regarding your rights and status is given to you on admission to the service. You also have the right to speak to or see a District Inspector to discuss any concerns you may have about any breach of your rights.

How can we help...



Need a wheelchair or help from an orderly?

Phone us on **0800 999 442**
before your visit to arrange this.

(Orderlies available at Wellington
and Kenepuru only)

Your consent to treatment

Tō whakaae kia maimoatia koe

You may need to make choices about your treatment and care. We will provide the information you need in a way you can understand.

We will tell you about your condition, options and the likely benefits, risks and costs (if any) of each option – and when we can provide the service. We will also tell you the results of any tests or procedures you have had. You can ask for this information in writing.

You can expect to be able to discuss your options with us privately and in a way that makes you feel comfortable. You can ask as many questions as you like. When you have decided what to do, you will be asked to give your consent.

How do you give consent?

Me pēhea tō hōmai i te whakaae?

Your spoken consent is needed for all treatment. You will also need to give your written consent if the treatment, operation or procedure could have long-term or serious effects, or will be done while you are unconscious. You may need to sign more than one consent form.

Who will ask for your consent?

Kei a wai te mahi ki te tonono atu mō tō whakaae?

The person who is doing the procedure, or one of their team, will explain everything and get your consent. Where possible children are encouraged to be part of the consent process with their parents or guardians.

You can ask questions and change your mind at any time. You are welcome to have a support person or kaiawhina with you.

I te wā e tika ana ki a koe, pātaitia ngā pātai. Ki te hiahia koe ki te whakarerekē i tō kōrero, kei a koe anō te wā ki te pērā. Ki te hiahia hoki koe ki te mau mai i tētahi kaitautoko, kaiāwhina rānei i tō taha, mauria mai.

Body parts and tissues

Ngā whēkau me ngā kikokiko tinana

If any part of your body is to be removed, or tissue taken for testing, you can ask to have this returned to you. Otherwise we keep the body part or tissue for 4 weeks, then cremate it and scatter the ashes in a cemetery.

Ki te tangohia he whēkau i tō tinana, ki te haria rānei he kikokiko kia whakamātauria, ka āhei koe ki te tonu kia whakahokia atu tēnei ki a koe. Ki te kore koe e tonu, kua puria te whēkau, te kikokiko tinana rānei e mātou mō te 4 wiki kātahi ka tukua ki te ahi, ā, ka ruiruia ngā pungarehu ki runga i tētahi urupā.

Helping with research

Te āwhina i te mahi rangahau

We carry out clinical research and trials to help us develop new treatments and test how effective they are.

You may be asked if you would like to take part. You can say yes or no – it's your choice and your decision will not affect the rest of your treatment. If you say yes you will be asked to sign a consent form, but you can still change your mind at any time.

Helping with training

Te āwhina i te mahi whakangungu

We have student doctors, nurses, midwives and other health trainees who come to the hospital or health centre to get practical experience. They work with trained staff under close supervision.

You may be asked if you would mind a student being involved with your care. We hope you'll feel comfortable about taking part because it's a really important part of the student's training, but it's your choice. You can say yes or no and it won't affect your treatment.

We care for you as a team

Whakaaro ai mātou mōu i te mea nō te kapa koe

A number of health professionals will help with your care and treatment. You may not see the same person each time – but we work as a team and any decision made about your care will always be discussed with your lead health professional.

How can we help...



Need an interpreter?

We can arrange for an interpreter or someone who uses sign language to assist you.

*If you'd like us to do this, please phone us on **0800 999 442** at least 7 days before your visit.*

Information for ward patients

He pārongo mō ngā tūroro i roto takotoranga

Medications

Ngā rongoā

Please bring all your medicines with you, including any natural remedies or non-prescription medicines you use, and give them to your nurse or midwife. If you are diabetic bring your blood sugar monitor. When you leave you can ask for your old medicines back, and you'll get a prescription for any new medicines you may need.

Visitors

Ngā manuhiri

Each ward has different visiting hours. These are displayed in the ward, advertised in the newspaper, or you can call us for details. Our doors are closed between 9pm and 6.30am. After hours visitors need to go to the main entrance and ring the bell. After hours visitors to the Kapiti Health Centre need to phone 04-298 6032 first.

Phone calls

Ngā waea mai, waea atu

Family and friends can call 'Patient Enquiries' for general information. We can't give confidential information over the phone –

so it's a good idea to arrange for someone close to you to let others know how you are. Most areas have a phone patients can use.

Your security

Tō maru

Please don't bring valuables with you. If you must bring them, ask your nurse or midwife to put them in safekeeping – you will get a receipt for them and can collect them when you leave. Alcohol, illegal drugs and weapons are not allowed in our hospitals or health centres.

We have 24 hour security on our premises. If you have any concerns please tell your nurse or midwife and they will contact security.

We do not tolerate abuse and/or violence in any form.

Chaplains or advisors

Ngā minita hāhi, ngā kaitohutohu rānei

We can arrange for a chaplain or advisor from any religion to visit you, or you can arrange for your own spiritual advisor to visit. If you are in Wellington Hospital, you and your visitors are also welcome to attend services in the Quiet Room, which is open 24 hours.

There is also a Quiet Room and a chapel at Kenepuru Hospital. Ask our staff for service times.

Accommodation

Kāinga noho

There is some limited accommodation at Wellington Hospital for people who are supporting patients long-term. Other options include:

- Te Pehi Parata Whanau Whare – a kaupapa Maori service for family and whanau who travel from outside the Wellington region
- Margaret Stewart House – for out of town cancer patients
- Ronald McDonald House – for relatives of patients under 18 (if you live out of town or the child is in intensive care)
- Local motels – see the Yellow Pages

While you are here

I te wā kei konei koe

To reduce the risk of injury to our staff we do not manually lift patients. If you require help to move we may use a hoist or another piece of equipment.

Patient meals: In most areas breakfast is from 7am to 8.30am, lunch from 11.30am to 1pm, and dinner from 4.30pm to 6pm. Tea, coffee

and Milo are also brought around at morning and afternoon tea and suppertime. Each day you are given a menu to choose from for the next day. A doctor or dietitian may also set a special diet as part of your treatment. Food is very important to your health and well being, so if you have any questions please talk to your nurse or midwife, or ask to speak to a dietitian.

Other services

(Wellington & Kenepuru only)

At Wellington Hospital a trolley comes around the wards in the morning with snack foods, magazines and papers you can buy. Hospital volunteers also visit the wards. They run a library you can borrow books from and can help with small jobs such as reading to you, or going to buy something you need.

Other services for you and your visitors, at both Wellington and Kenepuru, include a café, food vending machines, a shop, a post box, ATMs and a TV hire service. Our staff can tell you more about these services.

Discharge

Te tuku kia haere

Where possible, you will be given 24 hours notice of your discharge time. Please make sure you arrange transport home.

Information for ward patients

He pārongo mō ngā tūroro i roto takotoranga

Checklist

Things to bring with you:

- Your letter from the hospital, health centre or doctor
- Any related X-rays and scans
- All your medicines, including natural or non-prescription medicines
- Your glasses, hearing aid, mobility aids, blood sugar monitor (if used)

Extra things to bring if you are staying overnight:

- Toiletries including soap, shampoo, toothpaste and toothbrush
- A set of comfortable clothes and shoes
- Nightwear
- Comforts such as a walkman, book or favourite pillow
- Toys and books (for a child patient)

Things to arrange before you leave home:

- A support person to bring you changes of clothes
- Someone to be your whanau or family representative so they can let other family and friends know how you are

- Accommodation for your whanau or support people, if needed
- Services such as a chaplain or advisor, Maori Health Support Service or Pacific Support Service
- Leave your valuables at home – don't bring them with you

Before you leave, check you have:

- Your discharge information
- Your follow up appointment (if you need one)
- Your medications, and prescription for new medicines
- Information about your care once you get home
- Referral to any community services you may need, such as the district nurse or Meals on Wheels
- A number you can call us on if you have questions or concerns
- All your personal belongings, including anything in safe custody
- Transport to get home – and keys to get in

Information for outpatients

He pārongo mō ngā tūroro ō-waho

Most outpatient clinics are free for New Zealand residents. If you are not sure if you are eligible, please ask us about it.

Keeping appointments

Te mau ki ngā wa i whakaritea

If you can't keep your appointment, please phone and tell us as soon as possible so we can offer the appointment to someone else. This helps keep waiting lists shorter and gives someone else a chance to get the treatment they need. If you miss your appointment you may have to wait some time for another one.

If you need blood tests

Ki te hiahia koe kia whakamātauria ō toto

Blood tests can be done at your local hospital. Our laboratories are open Monday to Friday and you don't need an appointment. You can also have the test done at a private laboratory.

Radiology and X-rays

Te rongoā iraruke me ngā whakaahua roto

If you need an X-ray you can have this taken at Wellington or Kenepuru hospitals. All other types of radiology, such as scans, are taken at Wellington Hospital. You need an appointment, but if you are already at the hospital we might be able to fit you in straight away. If you have had related X-rays or scans done before, please bring them with you so we can compare them with the new ones we take.

How can we help...



Can't keep your outpatient appointment?

*Please phone us on **0800 999 442** and let us know as soon as possible.*

Just ask the operator to put you through to the department you want – the extension number is on your appointment letter.

Information for outpatients

He pārongo mō ngā tūroro ō-waho

Checklist

Things to bring with you:

- Your letter from the hospital, health centre or doctor
- Any related X-rays and scans
- All your medicines, including any natural or non-prescription medicines you are currently taking (or bring a list of them with you)
- Your glasses, hearing aid, mobility aids (if used)

Things to arrange before you leave home:

- Transport to get home (if you can't drive after your treatment)
- Leave your valuables at home – don't bring them with you

Before you leave the hospital or health centre check you have:

- Your follow up appointment (if you need one)
- Your medications, and prescription for new medicines
- Information about your care once you get home
- Referral to any community services you may need, such as the district nurse or Meals on Wheels
- A number you can call us on if you have questions or concerns
- All your personal belongings



Cellphones – there are areas where you can't use a cellphone because it could affect vital equipment. Please check before use.

Support services

Ngā ratonga tautoko

There is a **Maori Health Support Service** available to tautoko Maori whanau (patients and their families). The types of things we can help you with include:

- Understanding the services available
- Making sure your stay with us is safe and supportive
- Arranging visits by chaplains or Maori ministers of religion
- Arranging accommodation for whanau visiting from another district
- Providing you with information about community Maori health providers

Please talk with us if you have any questions about your care or treatment.

Mena he patai tau e pa ana ki tau maimoatanga, uia atu ki tetahi kaimahi.

How can we help...



It is important that family and whanau are kept informed.

We will ask if you have a family or whanau representative who can pass on information to other family and friends during your stay with us.

The **Pacific Support Service** supports all Pacific patients (and their families) during their stay with us. We can:

- Act as a patient advocate
- Help you understand your care and treatment
- Provide you with health information
- Provide information on community and social support services
- Link you with community providers



You can call our Maori Health or Pacific support services on **0800 999 442** between 8am and 4:30pm Monday to Friday

Smokefree site

He wāhi auahi kore

Capital & Coast DHB sites are smokefree inside and out which means no smoking anywhere on any hospital or health service property or at any C&C DHB sponsored/organised event.

We encourage and support staff, patients and visitors who want to stop, or reduce, their addiction to smoking.

Information on community-based cessation programmes and support for patients and staff is available through the Wellington Hospital smoking cessation service Hospital Quit Coaches on 04 385 5999 ext 4080.

If you are a patient, or visiting a very sick patient, please discuss with the relevant nurse or doctor whether nicotine patches or gum would be appropriate.

Smokefree request from staff visiting patients/clients in their homes

He tono nā ngā kaimahi e toro tūrora ana/ kiritaki ana, kia kaua e kai paipa i roto i ō rātou kāinga

Please respect the right of our staff to deliver care within a smokefree environment.

Do not smoke immediately before or during a visit to your home by a member of our staff.

If this is not possible, it may be necessary for your treatment to be provided somewhere else.

How can we help...



For more information about our services

Call us on Wellington **04-385 5999**
or **0800 999 442**

Fax us on Wellington **04-385 5856**

Or visit us at **www.ccdhb.org.nz**

Transport and parking

Ngā waka me ngā tūnga waka

There are big changes going on at Wellington and Kenepuru hospitals. The construction work could affect the availability of parking and increase noise levels. We apologise for any inconvenience.

If the work is likely to affect the service you will be using, your appointment letter should provide details of where to go.

We also offer a free shuttle service for patients between Kenepuru and Wellington hospitals. To book, please call Kenepuru Security Orderlies on (04) 385 5999 ext 7100.



Buses and trains

Phone Ridewell on **0800 801 7000** for information about bus and train services in the Wellington, Hutt Valley, Porirua or Kapiti Coast areas.



Taxis

There is a taxi stand on Riddiford St outside Wellington Hospital. At Kenepuru or Kapiti you can ask the staff to call you a taxi.



Parking

There is limited parking and mobility parking at each location. Parking is free at Kenepuru and Kapiti, but a fee applies at Wellington Hospital.

You will need to allow plenty of time for parking. At Wellington Hospital please allow at least 30 minutes.

Please do not park in tow away zones. Your car may be towed away.



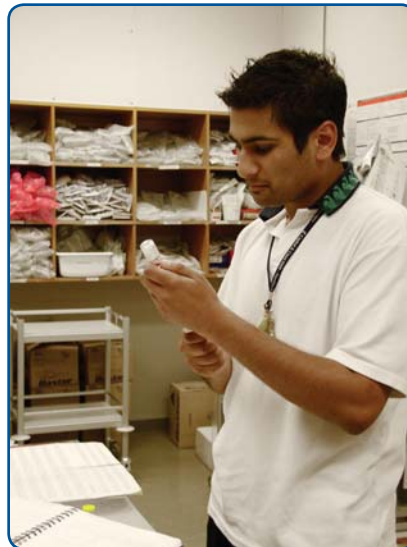
Any questions? Phone us on 0800 999 442

Suggestions & complaints

He whakaaro, he amuamu

Feedback about our services is always welcome. It's good to hear if we have got it right – and we need to know if there are things we could improve. If there's something you are unhappy about we have a special process to make sure your concerns are heard and treated fairly.

If you would like to make a suggestion, compliment or complaint you can talk to the people you've been dealing with, or ask for our brochure 'Tell us what you think' and send us your feedback.



Ten tips for safer health care

He paku tohutohu tekau nei mō te pai atu o te tiaki i te hauora

1 Be actively involved in your own health care

Take part in every decision so you get the best possible care for your needs.

2 Speak up if you have any questions or concerns

Ask questions, and expect answers you can understand. Ask a family member, carer or interpreter to be there with you if you want.

3 Learn more about your condition or treatments

Collect as much reliable information as you can. Ask your health professional:

- What should I look out for?
- What else can you tell me about my condition, tests and treatment?
- How will the tests or treatments help me, and what is involved?
- What are the risks, and what is likely to happen if I don't have this treatment?

4 Keep a list of all the medications you are taking

Include prescriptions, and natural or non-prescription medicines (such as herbs and vitamins), plus information about any drug allergies you may have.

5 Make sure you understand the medicines you are taking

Read the labels and warnings. Check that the medicine you get is what the doctor ordered. Ask how to use it, about possible side effects or interactions, and how long you need to take it for.

6 Get the results of any test or procedure

Call your doctor to find out your results. Ask what they mean for your care.

7 Ask about your options

Ask how quickly you need the treatment, surgery or procedure – and if you can have it done as a day patient.

8 Make sure you understand what will happen

Ask what your treatment, surgery or procedure will involve, if there are any risks, what your options are and how much it will cost. Tell your health care professional if you have allergies, or have ever had a bad reaction to an anaesthetic or drug.

9 Make sure you, your doctor and surgeon all agree

Before an operation, confirm what will be done and where you need to go.

10 Before you leave hospital, check what you need to do at home

Make sure you understand your continuing treatment, medicines and follow-up care.



If you need information in other languages please call us on 0800 999 442

Mō ngā kōrero ki te reo Maori, tēnā waea atu ki 0800 999 442

Ke gadrevi na kena i vakamacala Vakaviti, qiria na talevoni naba 0800 999 442

Ki ha fakamatala 'i he lea faka-Tonga', kātaki 'o tā ki he 0800 999 442

**Ka manako a koe ke moua e tau fakailoaaga nei ke he vagahau Niue
fakamolemole vilo mai ke he telefoni 0800 999 442**

Mo nisi fa'amatalaga i lau gagana Samoa, fa'amolemole telefoni ane i le numera 0800 999 442

Mo ni fakamatalaga e uiga ki Tokelau fakamolemole telefoni 0800 999 442

No tetai atu au tuatua i roto i te reo Maori Kuki Airani e ringi mai i te tereponi numero 0800 999 442

Haddii aad xog-ogaa ku rabtid afka — Somaliga, fadlan wac telefoonkan 0800 999 442

需要中文信息請致電 0800 999 442

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للحصول على معلومات باللغة (العربية) الرجاء الاتصال على: 0800 999 442

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