

WELCOME TO NGATI POROU HAUORA

HE MIHI

Tena koe/korua/koutou. He mihi aroha tenei kia koutou e kaha nei ki te whai ake i te hauora mo tatou katoa. Kei roto i te pukapuka nei nga whakamaramatanga mo tenei mate. Tirohia pataingai kia marama ai koe/korua/koutou mo tenei ahuatanga. No reira kia kaha kia manawanui

Ngati Porou Hauora encourages whanau and friends to visit and be involved in the care of residents and patients. The staff recognise that you know best how your body responds to illness and other life experiences and what is right and acceptable for you or your child/tamariki.

We would like you to continue making decisions regarding your health and care 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 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.

Ngati Porou Hauora is a total smoke free environment and workplace. This means no one may smoke anywhere in Ngati Porou Hauora buildings, grounds, carparks or properties. While you are in hospital we will offer you support but we also recommend that you think about how you are going to manage your smoking habit. Please be sure that your visitors are aware smoking is not permitted.

If English is not your first language, we have access to a limited interpreting service and appreciate any help from your whanau or friend.

People You May Meet Your Health Care Team

Doctor: There is a doctor on call 24 hours/day for ward patients. You may see several different doctors during your stay in hospital.

Nurse: During each shift you will have a nurse assigned to you. The nurse will provide and support the day-to-day care you receive. It is important to keep your nurse informed of any changes in your condition.

Hospital Admission

Admission will occur through one of our Community Health Centres or through the Emergency Department.

Sometimes you may see your doctor in your community and they will send you to the hospital, on arrival you will be seen by the hospital doctor and will be admitted to the Whare Hauora O Ngati Porou or transferred to Gisborne Hospital.

What to Bring to Hospital

While we take care with your personal property, all items brought into Te Whare Hauora Ngati Porou at Te Puia Springs by you, are kept at your own risk.

We suggest you label all belongings that you bring into hospital for your personal use and only bring in what is necessary. **Te Whare Hauora O Ngati Porou cannot accept responsibility for loss or theft of personal property.**

Medicines

If you are taking any medications, including any natural remedies, rongo Maori or supplements, please bring them with you and hand them to the nursing staff.

If you have written details of any treatment you need, show them also.

Please inform the staff if you or your child/tamariki suffer from any allergies. The doctor will need to review your medication and you will be told if a change is necessary.

Glasses, Hearing Aid, Dentures and Walking Aids

If any of the above aids are required, please bring them with you, especially the case for your glasses/hearing aid and also the container for your dentures, so they can be all put safely away when you aren't wearing them.

Toiletries

Please bring your own soap, toothbrush, shaving kit, comb/brush, tampons/sanitary towels and tissues/hankies.

Night Attire

Please bring your own pyjamas/nightdresses, dressing gowns and slippers. It is important to wear something on your feet when walking about the ward.

Some Things You May Like To Have

If you are an in-patient it may be an idea to bring your favourite book, magazines, writing materials or small hobby works perhaps?

For children/tamariki maybe their favourite toy or cuddly.

Light clothing for when you're up and about, such as a tracksuit, trousers and shirt or maybe slacks and blouse could be recommended.

Change for the items you may wish to purchase from the cafeteria or the local dairy.

TV's, Radios And Other Electrical Appliances

You may wish to bring in a radio or television, please use earphones while listening to your radio or television, out of consideration for other patients.

Electrical appliances brought into Te Whare Hauora O Ngati Porou must be tested as electrically safe. The hospital cannot take responsibility for the loss of or damage to any of your personal items.

Beds and Pillows

The hospital mattresses and pillows are covered with a protective plastic for hygiene reasons.

You may also bring your own pillow with pillowcase if preferred.

Valuables Including Jewellery And Money

Only bring into hospital what is absolutely necessary.

GENERAL INFORMATION**Getting Started**

A member of the nursing staff 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 bell.

Staff Identification

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

Information

Written information about your condition may be available by asking the nursing staff. We encourage you to talk to the medical staff about any questions or concerns that you may have.

Teaching Hospital

Te Whare Hauora O Ngati Porou participates 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 a qualified practitioner. Teaching also takes place during doctor's ward rounds when your case may be discussed at length as part of a teaching programme.

If you prefer not to be seen by, or have your care discussed in the presence of students, please tell the nurse or doctor as your wishes will be respected

Enquires

To respect your confidentiality, general information only is given over the phone. For example “the patient is satisfactory”. You may choose for us to withhold that information – just let your nurse know.

You will be asked to delegate a family/whanau member as a contact person, then that person can pass information onto the rest of your family/whanau.

Informed Consent

Prior to having any medical investigation or treatment, you need to be fully informed and agree to the treatment. Prior to some procedures, staff will ask you to agree in writing by signing a consent form. Before you give your consent you should feel confident that you have been given sufficient information, including treatment options and associated risks.

Compliments and Comments

The staff at this hospital are constantly looking at ways to improve services. We welcome your comments, as part of our efforts to identify what we do well, and what we could do better.

You can also fill out the Customer Satisfaction Forms which can be found on the ward or you can ask your nurse to get it for you. Place the pamphlet in the box provided or post it back to:

Kaitiaki Quality
Ngati Porou Hauora
McKenzie Street
Te Puia Springs

Meal Service

Our nursing staff are happy to discuss any questions you have about your diet or specific menu requests. Vegetarian choices are provided.

If you need a special diet due to religious, ethnic or medical condition, for example if you have a food allergy, please let the staff know and arrangements will be made with the kitchen.

A General Guide To Meal Times For The Patients:

Breakfast is between 8.00 and 9.00 am

Morning Tea is between 10.00 and 10.30 am

Lunch is between 12.00 and 1.30 pm

Afternoon Tea is between 3.00 and 3.30 pm

Dinner is between 5.00 and 6.00 pm

Supper is between 7.45 and 8.15 pm

The ward has coffee and tea making facilities for patients to use. Check with your nurse.

Whanau can purchase meals from the cafeteria

Cafeteria

Morning Tea	9.45am - 10.30am
Lunch	11.45am - 1.30pm
Afternoon Tea	2.45pm – 3.20pm

Food and beverages will not be available for purchase outside these times.

Tea and coffee making facilities will remain available from 7.00am until 3.20pm

Drugs and Alcohol

No illegal drugs or alcohol may be consumed on the premises.

Leaving The Ward

Please don't leave the ward without checking with your nurse. To ensure you receive proper care, we need to know where you are at all times.

Telephones

There is a ward telephone available for your use. However, this is restricted to local calls only. For toll calls please ask your nurse.

Cell phones may effect our electronic equipment, so please ask your nurse before using a cell phone.

Flowers

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

Mail

Mail is delivered to the ward from Monday to Friday. Stamped outward mail may be handed to your nurse for posting.

Incoming mail should be addressed:

Patients Name
Ngati Porou Hauora
PO Box 2
McKenzie Street
Te Puia Springs 3850

Visiting Hours

The visiting times are flexible and we ask that whanau please respect the needs of patients and staff

Other Services

Whanau/Family Room (Cottage) Te Rau Aroha

This cottage is available for day use and overnight stays. It is intended for people living outside the Te Puia Springs area. Please ask your nurse if your family/whanau require this facility.

Laundry

While you are in hospital please arrange for a friend or relative to do your personal laundry.

Your Rights As A Patient

The Code of Rights means that you should have	Ma tenei Ture Tiaki i ou Tika, ka ahei kia u nga tikanga
<ol style="list-style-type: none">1. Respect & privacy2. Fair treatment3. Dignity & independence4. Appropriate standards5. Effective communication6. Information7. Choice & consent8. Support9. Rights during teaching & research10. Your complaints taken seriously	<ol style="list-style-type: none">1. Mana2. Manaakitanga3. Tu Rangatira Motuhake4. Tautikanga5. Whakawhitiwhitinga Whakaaro6. Whakamohio7. Whakaritenga Mou Ake8. Tautoko9. Ako Me Te Rangahau10. Amuamu
For support & information, contact your local advocate or the Health & Disability Commissioner on:	Mo nga kaupapa tautoko, mohiotanga, whakapa atu ki te roopu tautoko i tau rohe, ki te Toihau Hauora, Hauatanga ranei:
Auckland: Ph 09 373-1060 Fax 09 373-1061	Auckland: Ph 09 373-1060 Fax 09 373-1061
Wellington: Ph 04 494-7900 Fax 04 494-7901	Wellington: Ph 04 494-7900 Fax 04 494-7901
Other areas:	Other areas:

If you are unhappy or concerned about anything related to the care and treatment you receive, please contact in the first instance your nurse. If you are still unhappy then make your feelings known through the Kaitiaki Quality.

If after talking with hospital staff you still feel your rights are not being met to your satisfaction, you can contact the Health Consumer Service (06) 862 7762.

If you are still not satisfied you can contact the Health and Disability Commissioner Advocate

Phone 0800 11 22 33 or write to:

PO Box 12299
Wellington

Any suggestions to help NPH improve its service are very welcome.

Personal Ethnicity

The Government requires that as part of your health attendance we record your ethnicity. This is the ethnic group with which you identify. You may identify with more than one ethnic group.

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. To ensure that information is given only to appropriate people, you can help us by giving the nurse caring for you a name and contact number of someone you are happy for us to give information about your condition.

All personal information collected during your treatment will be filed as part of a medical file and is subject to the provisions of the Health Information Privacy Code 1994. You have the right to access this information and to request amendments to personal details.

If you are in hospital, you can ask your doctor or nurse to arrange for you to see your medical record. If you have left the hospital, telephone or write to:

**Ngati Porou Hauora
PO Box 2
McKenzie Street
Te Puia Springs 3850**

Phone (06) 8646803 ext 811

Information may be conveyed to other Health Practitioners in the interest of your treatment.

Some information collected about you will be forwarded to the Ministry of Health or its agents and to the New Zealand Health Information Service. Some information may be used for statistical analysis in a manner that will not identify you.

Ten Tips For Safer Health Care

The following tips will help you get the best out of your health care experience

- Be actively involved in your own health care
- Speak up if you have any questions or concerns
- Learn more about your conditions and treatments
- Keep a list of all your medicines you are taking.
- Make sure that you understand the medicines you are taking
- Get the results of any test or procedure
- Talk about your options
- Make sure you understand what will happen to you if you need surgery or a procedure
- Make sure you and your doctor/s agree on exactly what will be done while receiving treatment
- Before you leave hospital, ask your health care professional to explain the health care plan you will use at home