

## Visiting Hours

### Visiting hours are: 11:30 am – 7:30pm Daily

These hours have been reviewed and changed in accordance with the NMDHB Policy and in consultation with the security team.

This will enable staff on the ward to carry out patient personal cares and ensure completion of doctor's rounds and changes in treatment plans before visitors arrive. This helps to protect patient privacy.

*A patient may request a support person at any stage and exceptions to the policy will be made if prior arrangements are made with staff in the area.*

If you arrive out of hours you will be asked to wait in the Cafeteria until the ward is opened at 11:30am or sent home if after 7:30pm

### Further Help and Support

If you have any questions or concerns please speak to a staff member, the Charge Nurse Manager or Associate Charge Nurse Manager.

Patients may wish for the support of Te Pukenga Hauora (the Maori Health Worker). Please ask your nurse to contact her for you.

The Hospital Chaplaincy Team can be contacted by the ATR staff. We have a chapel on site that is situated near the ward. Chapel services are conducted every Wednesday morning.

## Complaints Management Process

If you have any complaints, ask to speak to the Charge Nurse manager who will refer you to the Complaints Co-Ordinator if you wish.

### Code of Rights & Confidentiality and Advocacy

See pamphlets:

- Code of Rights & Responsibilities for Patients, Clients and Residents, NMDHB 2003
- Your Health Information, NMDHB 2007

Please note that the Hospital Campus is Smoke Free and smoking is not permitted on the Hospital grounds at any time.

## Code of Rights

1. Respect
2. Fair Treatment
3. Dignity and Independence
4. Proper Standards
5. Communication
6. Information
7. It's Your Decision
8. Support
9. Teaching and Research
10. Complaints

Health and Disability Commissioner  
0800 11 22 33 [www.hdc.org.nz](http://www.hdc.org.nz)

[www.nmdhb.govt.nz](http://www.nmdhb.govt.nz)

## AT&R

## Assessment Treatment & Rehabilitation Ward



## Patient Information

Wairau Hospital, Blenheim, Tel: (03) 520 9999

## Welcome

Welcome to the ATR unit with its unique environment of a gym, hydrotherapy pool, kitchen and garden. The team of health professionals provide:

- Specialised assessment of your individual needs
- Clinical treatment of medical conditions
- A personalised programme of therapy

Our aim is to restore/optimize your functioning and support you to reach your full potential.

This involves working with you and your whanau/family to achieve realistic goals by planning and implementing care to enable you to be discharged back into the community safely and effectively.

## On admission to the ATR Unit

### Medication

Please bring your current medication with you. This will be returned on discharge.

### Clothing

Please bring sufficient garments to last between laundering. This may be dependent upon incontinence. Bring in stable footwear – slippers should grip and fit well and have a heel for preference.

### Personal Property

Please ensure you have any spectacles, hearing aids which you require. Avoid bringing in valuables including cash. However you are welcome to bring in items to make your room more homely such as smaller family photos, radios or televisions (with earphones).

### Laundry

There are NO laundering facilities at the ward so please arrange for your family or friends to do this for you.

### Mobility Aids

If you have a walking stick or frame or specialised shoes, please bring them into the unit with you. The physiotherapists will assess their current suitability.

### Team Nursing Model

The nurse providing your care is part of a team. While each nurse is allocated specific patients to care for he or she is also allocated to a team of nursing staff that will ensure you receive the best possible nursing care. If your nurse cannot attend to your immediate needs then another member of the nursing team is kept updated on your condition and will be able to provide your care. Our nursing staff work as part of a wider healthcare team made up from Health Care Assistants, Allied Health and your Doctors.

### Nurse Call System

Our nurse call system is activated by the buzzer at your bedside from which you can also control your lighting preferences. The call is sent to your nurse via a paging system and to the team your nurse is working with today. If your nurse is unable to respond to your call then another nurse from the team will.

### Phones

Patient phones are situated at your bedside and family & friends will have the opportunity to call you directly between the hours of 10am - 8pm.

You may make local calls by dialling '1' first for an outside line.

### Facilities for Patients & Visitors

Our ward has a patient lounge that you and your family & visitors can use. This includes a television and a beverage bay for hot and cold drinks.

### Public Toilets

A public toilet is situated in the corridor at the entrance to the inpatient ward and near the main entrance.

### Menu Sheets

Menu sheets for the following day are distributed with your breakfast tray. They will be collected by a health care assistant for delivery to the kitchen. Please advise staff of any specific dietary needs eg: gluten free, vegetarian.