

Further Help and Support

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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.

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

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.

Further Help and Support

See pamphlets:

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

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

Combined Inpatients Medical & Surgical



Patient Information

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

Welcome

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 health-care team made up from Health Care Assistants, Physiotherapists, Occupational Therapists, Social Workers 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 ward and near the main entrance to the hospital.

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.

Doctor's Rounds

Usually occur daily from Mon – Sat in the morning. However, due to the acute services we provide this may be subject to change.

Use of Radio & TV Equipment

Radios and Television are allowed in this ward. Please show consideration for other patients by only using between the hours of 8am – 8pm in shared rooms and use headphones at all times. There is a television located in the patient lounge.

Laundry

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

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. After hours visitors will need to enter via the Emergency Department for access