

## 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)

## Local GP Services

Where possible, contact your own GP.

There is an after-hours duty GP service in the Nelson region, phone (03) 546 8881.

An updated list of GP's taking new patients is available at reception.

A copy of your Emergency Department notes will be sent to your GP unless you request otherwise.

## Local Dental Services

Urgent after-hours dental advice is available from the duty dentist, phone 0274 482 424.

Private dental fees apply. Please try your own dentist first.

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**FOR LIFE THREATENING  
EMERGENCIES  
DIAL 111  
FOR AN AMBULANCE**

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

## Welcome to Nelson Hospital



## Emergency Department

## What is an Emergency?

An emergency is a potentially life or limb threatening situation e.g.

- ~ Difficulty breathing
- ~ Heavy bleeding
- ~ Suspected heart attack
- ~ Unconsciousness
- ~ Severely broken bones

## Nelson Emergency Department

- ~ Serves a catchment of 100,000 people
- ~ Sees approximately 25,000 patients per annum
- ~ Sees patients with serious injury or illness as a priority
- ~ Sees patients referred by General Practitioners
- ~ Is open 24 hours a day, 7 days a week

## On Arrival

- ~ Please report to the Triage Nurse.
- ~ Your condition will be assessed.
- ~ You will be allocated a triage (waiting time) category. This is used to prioritise your treatment.
- ~ A receptionist will take your personal details.
- ~ You will be asked to wait in the waiting room if your condition is not serious.

## Minor Injury or Illness

### “Save the Emergency Department for Emergencies!”

If you have a minor injury or illness you will be advised to attend your GP if your illness/injury does not require Emergency Department treatment.

By using emergency services for minor problems you may prevent others from receiving urgent care.

Patients with minor injury or illness will be seen only when people in more urgent categories have been attended to.

Emergency Department staff are happy to advise and assist you in accessing local GP services.

## Triage (waiting times) Categories

### 1 ~ Resuscitation

Life-threatening  
e.g. cardiac arrest.  
*Seen immediately.*

### 2 ~ Emergency

Potentially life-threatening  
e.g. severe chest pain.  
*Seen within 10 minutes.*

### 3 ~ Urgent

e.g. moderate asthma, some fractures  
*Generally seen within 30 minutes.*

### 4 ~ Semi-Urgent

e.g. minor trauma, certain abdominal pain.  
*Generally seen within 1 hour (unless more urgent patients are waiting).*

### 5 ~ Non-Urgent

e.g. cuts, abrasions, dressings.  
*Generally seen within 2 hours (unless more urgent patients are waiting).*