

## What should I do if I need to cancel my appointment?

If you need to change your appointment we require at least 48 hours notice. This will enable us to offer your slot to another patient. The department operates a strict non attendance / discharge policy in order to limit disruption to both patients and the department. Details are available in reception.

### How can I obtain a pair of crutches or walking aid?

The Physiotherapy Department is happy to provide the appropriate type of walking aid for an individual client. However, you will need to be assessed by the physiotherapist prior to an aid being issued.

### Costs

There is no charge for services received. However, if additional equipment or garments are required these may incur a charge. Your therapist will discuss this fully with you.

### What should I do if I have further problems after I have been discharged from the Physiotherapy Department?

If you have any related health problems after you stopped attending the department for treatment, please contact your GP or Consultant.

#### Contact Details: Physiotherapy Department

Nelson Hospital, PO Box 18  
NELSON

Phone: 03 546 1801

Fax 03 546 1597

Physiotherapyreceptionnelson@nmdhb.govt.nz

*If your involvement with the department hasn't reached your expectations and should you want to make a formal complaint please contact the Complaints Co-ordinator of NMDHB or the Physiotherapy Team Leader*

If you have any comments that may enable us to provide a better services please contact us at the above address or place in the suggestion box.

## Nelson Hospital Physiotherapy Department



**Services to  
Emergency Department**

**MUSCULO-SKELETAL**

## Physiotherapy Department

The Physiotherapy Department provides a wide range of services to clients around Nelson / Tasman region, including:-

- *Inpatient services to clients admitted to Nelson Hospital*
- *Outpatient services to clients from around the area including ACC*
- *Community / Domiciliary services*

The physiotherapists working within the department are all registered with the NZ Physiotherapy Board and comply with the Health and Competency Assurance Act (HPCA).

### **What if I attend Emergency Department and Physiotherapy is recommended?**

If you attend ED and physiotherapy is recommended then you may :-

- Receive advise from the Nelson Hospital Physiotherapy Department while attending ED
- Attend Nelson Hospital Physiotherapy Department for assessment and treatment at a later date

### **What happens if I attend ED at the weekends or after 4.30pm?**

If you attend ED at these times and physiotherapy is recommended then please contact Physiotherapy reception to arrange an appointment. Please see contact details. Alternatively if your injury is ACC related you could contact other Private Providers.

## How do I access the Physiotherapy Service?

Referrals to the department are received from GP's, Consultants, Emergency Department, ACC and other Health Care providers and self referrals are accepted. On receipt of a referral they are prioritised by a specialist physiotherapist and if appropriate placed on the waiting list.

### **Where is the Department Situated?**

The physiotherapy department is based on Level 5 within Nelson Hospital.

### **Is there parking available?**

There are car parking spaces at the front of the hospital, but spaces can be limited at peak times. Please allow sufficient time for parking. A shuttle bus is available.

### **When is the Department Open?**

The Department is open for appointments and other enquires Monday to Friday 8 am to 4.30pm. It is closed on weekends.

### **What should I do on arrival?**

Please report to the physiotherapy reception desk where your name and details will be taken. You will be asked to take a seat in the waiting area until your physiotherapist is ready to see you. All clients are given timed appointments, which the physiotherapist will endeavour to keep.

*Please inform your physiotherapist if you are pregnant or have a pacemaker fitted.*

### **How long will my appointment last?**

The first appointment may last up to an hour and you will be asked for consent and about your problem. You will be provided with an explanation of the assessment and treatment possibilities will be discussed with you.

Follow up appointments of up to 30 minutes may be required. You will be given a choice of appointments times.

### **What should I wear?**

Wear comfortable, loose fitting clothes and be prepared to undress so that the physiotherapist can examine you. Depending on the injury or condition it might be a good idea to wear a pair of shorts. You will be examined in a private cubicle with curtains pulled.

### **Do I need to bring anything else?**

It is helpful to bring a list of your current medications you are taking and copies of any other relevant investigations/test. This can help to plan your treatment and care. It is also essential that you inform the therapist if you are receiving treatment from another health care provider as this may impact on the services the department is able to offer.

### **Physiotherapy Students**

The department is committed to the supervision, teaching and professional development of students. Your consent will be sought prior to an assessment by a student.