

## NEED TO CANCEL YOUR APPOINTMENT?

Please provide as much notice as possible (preferably 48 hours) if you need to change your appointment. This will enable us to offer your appointment time to another patient. The department operates a strict non attendance/ discharge policy.

## HOW CAN I OBTAIN A PAIR OF CRUTCHES

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 a 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.

## PROBLEMS AFTER DISCHARGE

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

## CONTACT

Physiotherapy Department  
Wairau Hospital  
PO Box 46  
Blenheim 7201  
Phone 03 520 9927

## FEEDBACK

The Physiotherapy Department welcomes feedback. If you have any concerns about any aspects of your care during your contact with us or wish to compliment us on our service we would be happy to hear from you.

## OPTIONS

Discuss with your Physiotherapist

Contact the Physiotherapy Team Leader  
(03) 520 9927

Ring or write to the Customer Service Co-ordinator  
Nelson Hospital  
(03) 546 1848 or Private Bag 18, Nelson

Contact the local independent Advocacy Service or  
the Health and Disability Commissioner's national  
office (this is a free service)  
0800 11 22 33 or [www.hdc.org.nz](http://www.hdc.org.nz)

# PHYSIOTHERAPY OUTPATIENT SERVICES

## WAIRAU HOSPITAL



## PHYSIOTHERAPY DEPARTMENT

The physiotherapists working within the department are all registered with the NZ Physiotherapy Board and comply with the Health and Competency Assurance Act (HPCA). Our service complies with the code of rights and responsibilities for patients, clients and residents.

### SERVICES

Outpatient services to clients from around the area including ACC funded clients.

### OUTPATIENT SERVICES

- » Musculoskeletal & Orthopaedic
- » Rheumatology
- » Neurology
- » Respiratory
- » Womens' Health
- » Pulmonary Rehabilitation
- » Hand therapy & Splinting
- » Hydrotherapy

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

## ACCESSING THE PHYSIOTHERAPY DEPARTMENT

Referrals to the department are received from GP's, Consultants, Emergency Department, ACC and other Health Care providers. Self referrals are also accepted. Referrals are prioritised by a senior physiotherapist.

### DEPARTMENT LOCATION

The physiotherapy department is located to the right when you approach through the main entrance. Follow the sign posts to Allied Health

### PARKING

There is a public car park at the front of the hospital off Hospital Road. Spaces are limited at peak times, so please allow sufficient time for parking.

### OPERATING HOURS

The Department is open for appointments and other enquires Monday - Friday, 8am - 4:30pm. It is closed on weekends.

### WHAT TO DO ON ARRIVAL

Please report to the Allied Health reception desk where your name and details will be taken. You will be asked to take a seat in the waiting area. All clients are given timed appointments.

### APPOINTMENT DURATION

The first appointment may last up to an hour. The physiotherapist will discuss your health with you and together you will set some treatment goals, discuss treatment options and self-management advice. Follow up appointments of up to 30 minutes may be required. You are welcome to bring a support person/family/whanau. The department will endeavour to meet your cultural needs and interpreters are available if necessary.

### CLOTHING RECOMMENDATIONS

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 and a vest/singlet top. You will be examined in a private cubicle.

### WHAT ELSE TO BRING

It is helpful to bring a list of your current medications you are taking and copies of any other relevant investigations/tests. 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.

### 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.