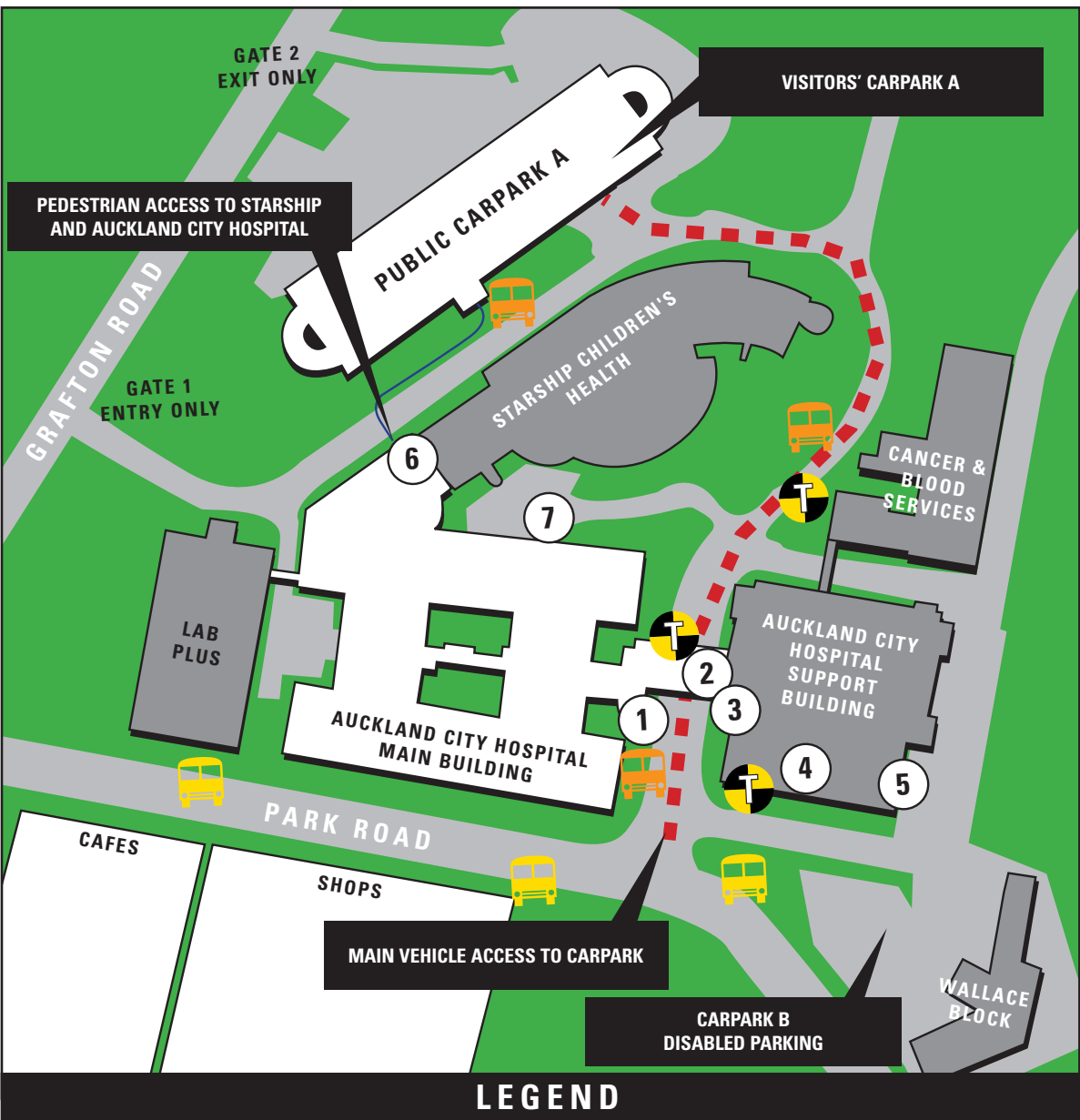





Auckland City Hospital

Welcome

Nau Mai Haere mai ki te Papakainga Atawhai o Tamaki



LEGEND

- | | |
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| ① Auckland City Hospital Main Entrance | ⑥ Pedestrian access to Starship and Auckland City Hospital |
| ② Atrium (Link between Auckland City Hospital Main Building and Auckland City Hospital Support Building) | ⑦ Adult Emergency and Children's Emergency Department Drop off Area |
| ③ "Galleria on 5" Shops |  Hospital Shuttle |
| ④ Auckland City Hospital Support Building Entrance B |  Public Bus Stops |
| ⑤ Transition Lounge |  Taxi |



*Hei Oranga Tika Mo Te Iti Me Te Rahi
Healthy Communities, Quality Healthcare*

Mail and Newspapers

Mail for patients is delivered to the wards on weekdays. Stamps may be purchased at Level 5. There is also a post box for sending mail on Level 5. Newspapers can also be purchased from Level 5.

Banking

An ATM (money machine) is in the Level 5 foyer and also on Level 3 of Starship Hospital. The machines accept most major cards. Most of the Level 5 shops and the parking attendants also accept EFTPOS.

Social workers

Social workers are available to assist you with family and personal problems when you attend hospital. They provide information and counselling and can liaise and advocate on your behalf. More detailed information is available in the bedside folder. You can ask the staff to contact the social workers for you or contact them on ext. 6640.

Pastoral Care Chaplaincy

The Chaplaincy service is available to all patients and their whanau-families. The ward/unit staff can contact the Chaplains for you at any time day or night. Regular services are held at the Sir John Logan Campbell Quiet Room (Level 6). The Quiet Room is always open for your private use.

Visitors

Family-whanau and visitors are important when people are unwell or getting better, and so is rest. **For most wards visiting hours are from 11am to 8pm, with patient rest hours between 1pm and 3pm.** We recommend two visitors at a time at the bedside. To visit outside of these times or for larger numbers of visitors please talk to the Charge Nurse or Midwife of the ward or unit. Whanau-family rooms are available on each ward. We ask that visitors are considerate of other patients and keep noise levels low when visiting, and supervise children at all times. Unwell visitors or children should refrain from visiting. If visiting after 8pm, visitors must report to Security at the reception desk on level 5.

Accommodation for whanau - family

Te Whare Awhina is the whanau - family accommodation service located on the Grafton site. Preference for this accommodation is given to whanau-family members who have travelled to Auckland from other regions. The accommodation charge is a set fee of \$5.00 per person per night. In some instances this charge varies, just check with your Kaiatawhai prior to them making a referral (phone 6296 or pager 934829).

Limited accommodation for adult relatives of patients is also available at the Greenlane staff residence for \$32.25 per night (phone 630-9590 or ext. 3433). Meals are not included.

Kaiatawhai Service

The Kaiatawhai service is a service that is designed to ensure that patient and whanau cultural and spiritual needs are met at a service level. To access our various teams contact: Auckland City Hospital Kaiatawhai on ext. 6766 or pager 934957.

Facilities for Visitors

There are public toilets for visitors (including toilets for the disabled) and parenting rooms with baby change areas and an area suitable for breastfeeding on every floor.

Refreshments for Visitors

Snack and cold drink vending machines are located in the main hospital corridors (the "Hospital Street") on most floors. There are a range of shops on Level 5 (called "Galleria on 5") which are open 7 days and sell phone cards, newspapers, toiletries, snacks and flowers. There is also a small shopping centre across from the hospital in Park Road.

Discharge

Planning for your discharge home or to another facility is an important part of your time in hospital and will include important information to assist you when you go home and any follow up arrangements. Any final checks and the

discharge paperwork are usually completed in the mornings so that you will be able to leave the ward by 10am. You may be moved to the Transition Lounge on Level 5 to wait for your lift home or other transport. There is a taxi rank and 5-minute parking area immediately outside under cover (for those coming to collect you this is up the ramp from the Park Road entrance and signposted Entrance B). There is a nurse on duty in the Transition Lounge.

Feedback / Complaints

To help improve our service we welcome your suggestions, comments and complaints. These can be made verbally to your doctor, midwife, nurse or social worker. You can ask to speak to the Complaints Co-ordinator on ext. 3463 or 4673 if you prefer, you can write to the General Manager of the service you are attending or the Consumer Liaison (Complaints) Department. Please address this to Quality and Safety Unit, Auckland District Health Board, Private Bag 92024, Auckland.

Patients may at times be asked to complete a consumer questionnaire. This will also be anonymous.

Auckland City Hospital contact information

Hospital: (09) 367 0000

Patient Enquiries: (09) 375 4300

To make enquiries about outpatient clinic appointments: (09) 638 0400

Fax: Auckland City Hospital: (09) 375 7069

Web site: <http://www.adhb.govt.nz>

Welcome

Welcome to Auckland City Hospital. We aim to give you our best service at all times. More detailed information will be available for you in your ward or unit, but please note the following general information. Staff are always willing to help you with any queries or requests you may have, so please ask. - *Auckland City Hospital Staff*

What to bring with you

- comfortable day clothes
- night-dress or pyjamas and dressing gown
- slippers/shoes/jandals
- toiletry items such as toothbrush, toothpaste, etc.
- no more than \$20 should be kept with you.

You may wish to bring items such as a mobile phone, phone card, or coins for pay phones. As storage space is limited please do not bring unnecessary clothing. Please make arrangements with a family member or friend to wash your personal clothing, as there are limited facilities for this in the hospital. We recommend personal items be named.

Medicines, x-rays and scans

Please bring with you all medicines and ointments you are using and any relevant private x-rays and scans. You will need to check with the doctor before going home whether any medicines you were taking are to be continued.

Cash and Valuables

Please do not bring valuable items or clothing into hospital unless absolutely necessary. The hospital only accepts responsibility for cash, jewellery, watches or other valuables if they are handed over to your nurse or midwife for safekeeping and a receipt is issued for them.

Site Ambassadors

Volunteer Site Ambassadors provide friendly assistance, to help people to find their way around the hospital, clinics, wards and other facilities as required. All Site Ambassadors are trained and easily recognised in their blue uniform. The

Site Ambassadors are based around main entrances and corridors. They are available to assist throughout the day.

Transport and Parking

Buses

Buses stop on Park Road near the Main Entrance to the hospital. For details on bus and public transport routes to the hospital please call Rideline on 0800 10 30 80 or check at www.rideline.co.nz.

Parking

Parking charges apply if you park in the hospital grounds. Pay parking for visitors and patients is available in the Visitors' Carpark - Carpark A (use the Park Road entrance and follow the signs). A 5-minute drop off area is outside the main entrance.

Parking for the disabled

Parking for the disabled is available in the Visitors' Carpark - Carpark A, and near the Support Building in Carpark B, (to reach this area, enter from Park Road and follow the signs to the right. Access to Auckland City Hospital is through Entrance B and via the shops to the main reception area on Level 5).

Free shuttle bus

There is a regular free shuttle bus to take people around the site. It stops on demand at the Carpark Building A, at the Cancer and Blood Services Building, the Main Entrance to Auckland City Hospital and at the Starship Entrance.

Assistance

There is a limited "drop off" area outside the main entrance. There will be wheelchair assistance at the main entrance or ask at the 24-hour centre reception desk on Level 5. Site Ambassadors will be available at the main entrances to the hospital if you need help to find your way.

Entrance

The main entrance to the hospital is just off Park Road. From the main entrance foyer take the escalator or a lift to Level 5 where the main reception desk is. If you do not know the ward or unit you are to go to, staff here will assist you.

Taxis

A taxi phone is located in the Main Entrance on Level 4, at Level 5 by the shops, on Level 9 and at the entrance to the Emergency Department. Taxi ranks are located outside the Main Entrance (Level 4), outside the Transition lounge (Level 4) and at the Starship Main Entrance (Level 1).

Hospital Fees

New Zealand citizens or those who have obtained permanent residence are entitled to publicly funded health care. Non-residents may be required to pay for their health care. If you were not born in New Zealand and have not previously shown evidence of residency you should bring your passport with you on your first visit to the hospital for verification. You should show your passport at the Cashier's desk, next to the main reception desk on Level 5. This desk is staffed from 8 a.m. to 5 p.m. Monday to Friday.

Smoking and Alcohol

Auckland District Health Board buildings and grounds are smoke-free. If you need to smoke please discuss this with the doctor, nurse or midwife looking after you. For advice and assistance with smoking cessation speak with your doctor, nurse or midwife or telephone Quitline on 0800 778 778 or Aukati Kai Paipa on (09) 578 0941. Alcoholic beverages or illegal substances must not be brought into the hospital buildings or grounds.

Identification

All staff who meet you will introduce themselves and be wearing identification stating their name and role. An identification bracelet is attached to your wrist on admission. This assists the staff to check that you receive the test or treatment meant for you. Please wear it at all times.

Security

Auckland City Hospital has an active 24-hour security service. If you have a concern about security issues, notify the ward staff or security officers immediately. After hours, visitors must check in with the security staff at Level 5 before being able to proceed to the wards.

Clinical Records

You are entitled to read your clinical records. Clinical staff are available to discuss your records with you if you wish. You may have a free copy of your record or any part of it by writing to:

Release of Information
Clinical Records Department
Auckland City Hospital
Private Bag 92024
Auckland.

Please provide your personal details, (name, date of birth and address), a copy of some form of identification with your signature (e.g. passport or driver's licence) and an outline of the information required. We will respond to your request within 20 working days. Information from your clinical records may be used for clinical audit or to check the quality of the services we provide. Information obtained for these purposes will not be used in a way that identifies you.

Your Rights

Information about "Your Rights" is available throughout the hospital. Staff will provide you with details about treatments, procedures and their likely effects and seek your consent before they are carried out. Please ask if you are unclear about anything that is happening to you. For procedures such as operations, anaesthetics, and certain diagnostic procedures you are required to give specific consent in writing.

Restraints

At times staff will need to ensure that you are kept safe during transport or during procedures. This may require them to use safety devices or techniques which will protect you from falls or enable a procedure to occur safely. Staff will always discuss this with you or your family so that you understand the reasons and how you will be kept safe.

Health and Disability Advocates

The Health Advocates' Trust provides a free, independent advocacy service to help people ensure their rights are respected. Phone 0800 555 050 or 623 5799 for the Auckland office.

Interpreters

Interpreting services can be organised for people who are deaf or do not speak English as their first language. Arrangements can be made through the nurse or midwife in charge of the ward/unit.

Teaching and Research

Research studies are carried out in the hospital to help improve knowledge and care for patients. Auckland City Hospital is also a teaching hospital for doctors, nurses, midwives and other health professionals in training. You may be asked to consider participation in a research project, and/or have a student or health professional in training involved with your care. You have the right to say no to being involved with teaching or research. Your care will not be affected if you choose not to participate.

Information for patients and families

In your bedside locker you will find a folder with information about the hospital and health issues. If you want copies of any information please ask the staff caring for you. Please leave the folder for the next patient. Hospital policy is to provide only information about a patient's ward and general condition through Patient Enquiries, phone (09) 375 4300. If you do not wish to have this information released please tell your nurse or midwife. You may wish to nominate a family member or friend to pass on information to others on your behalf.

"Nurse call"

If you need assistance use the nurse call button by your bed. The button is on the handset that also controls the reading light over your bed and radio. Staff will show you how to use it. There are also nurse call buttons in each of the shower and toilet areas in the ward.

Meals and Nutrition Services

Each day you will receive a menu offering meal choices for the following day. Please fill in the menu and Nutrition Services staff will record your choices. Dietitians can advise

you on all aspects of your nutritional care. If you are on a special diet or if you want to talk to a dietitian please tell your midwife or nurse.

Meal times are:

Breakfast 7.30am - 8.30am

Lunch 12.30pm - 1.15pm

Dinner 5.15pm - 6.15pm

Hot beverages will be served at breakfast, morning and afternoon tea and supper.

On all wards, hot drinks and chilled, filtered water are also available at the ward beverage bay.

Facilities for patients

Within the wards there are a number of facilities designed to enhance your privacy. As well as a mix of single and shared rooms each ward has purpose-built interview rooms for discussions with staff. There are whanau - family rooms that may be used for whanau or family meetings or for you to spend time with your whanau or family. As well as ensuite bathrooms in each patient room there are specially designed shower rooms in the ward if further assistance is required. There are also procedure rooms where examinations and procedures may be undertaken in private, particularly for those who are in shared rooms. Staff will assist you where required or if you want to access any of these rooms at any time, please ask the staff.

Telephones

Coin and card operated telephones are available in the hospital main corridors on all floors. Phone cards can be purchased at the shops on Level 5. The hospital is not able to receive incoming telephone calls for patients. There is a telephone in the whanau - family room on each ward for outgoing calls (Auckland free calling area only). Please check with the charge nurse or midwife if you plan to use a mobile phone. These phones may interfere with our electrical and monitoring equipment (e.g. heart monitors). You may be asked not to use your mobile phone.

Radio

Every patient bed has a handset with individual controls to select radio stations.