

Teaching Hospital/Students Involved in Your Care

Students will always identify themselves and will ask your permission before discussing your care or providing treatment. Students are supervised by qualified staff at all times. You have the right to refuse permission for students to be involved in your care.

Consent to Treatment/Procedures

All treatment and procedures will be explained to you by members of staff. It is very important you understand what is happening. Please ask questions if you are uncertain.

Collection of Health Information/Privacy

Health information is collected for your care and treatment, it is stored securely and only authorised staff can access it. It is normal practice to give necessary and relevant information about you to your GP and/or other health professionals/agencies in order to deliver appropriate health services. If you do not wish this to happen, please make our staff aware.

You can also request access to your information and may request correction of it if necessary, please ask staff for an "Access to Clinical Information Request" form.

If you have a concern relating to a privacy issue please contact our CEO or the Privacy commission 0800 803 909 or via the website www.privacy.org.nz.

Feedback/Compliments

Your feedback helps us improve services. Please complete and return the Patient Experience Survey you are provided with on discharge or visit our website to complete an electronic copy.

Complaints

You have the right to make a complaint about any aspects of the services provided. Complaints provide us with an opportunity to continually assess and

improve our service. You can discuss your care and treatment by either writing to the CEO;
Ray Anton - Chief Executive Officer
Clutha Health First, PO Box 46, Balclutha 9240
Phone 03 419 0500; email: ray.anton@chf.co.nz, or visit our website and complete the Complaints Form from the 'contact' menu on www.cluthahealth.co.nz.

Alternatively you may contact the Health and Disability Commissioner 0800112 233
hdc@hdc.org.nz

Advocacy Service

The Nationwide Health and Disability Advocacy (Nga Kaitautoko) Service is a free service, confidential and operates independently of Clutha Health First. Advocates assist consumers to ensure your rights are respected. Call free 0800 555 050; Email: advocacy@advocacy.org.nz

Support for Maori/Pacific Islanders

Clutha Health First is committed to improving the health and wellbeing of Maori and Pacific Islanders. There are a range of providers in the Clutha District that staff can refer to as necessary.

Interpreter Services

Are available when required.

Cultural/Spiritual Beliefs

Please let us know if there any cultural or spiritual beliefs that we need to be aware of when providing your treatment.



Physiotherapy Service

**Southern Physio Services
C/- Clutha Health First
9-11 Charlotte Street, PO Box 46
Balclutha**

**Telephone 03 419 0435 Fax: (03) 419 0501
www.cluthahealth.co.nz
www.spsphysio.co.nz**

What is Physiotherapy?

Physiotherapists help people move and participate in life and in their communities, especially when movement and function are threatened by aging, injury, disability or disease.

Who Provides Physiotherapy Services at Clutha Health First?

Southern Physio Services is a private company, with branches located in Balclutha, Milton and Dunedin. They have been supplying Clutha Health First its Physiotherapy service, since 2006.

Our team consists of NZ Registered Physiotherapists who operate out of purpose built facilities within Clutha Health First, your local integrated family health centre. Our practice is supported by administration staff.

Referral Process and Entry Criteria

Referrals are accepted from health professionals, or, if you endure an injury which is covered by ACC, you or your family can make contact with our service to book an appointment without a referral from a health professional.

Prioritisation Process

All referrals are prioritised using an objective measure to determine how soon a client needs to be seen. Clients may be placed on a waiting list following this prioritisation.

Our Services Offered Include:

- Acupuncture;
- Amputee Rehabilitation;
- Education on prevention of further injury;
- Electrotherapy modalities;
- Exercise Programmes/prescription;
- Gym Rehabilitation;
- Hydrotherapy;
- Injury rehabilitation;
- Joint mobilization;
- Manipulation;
- Pain management;
- Post-operative rehabilitation;
- Respiratory re-training;
- Soft Tissue Massage;
- Sports Injuries rehabilitation.

What to Expect

Initial Visit: your first appointment will usually take 40 minutes. In this time your Physiotherapist will take a thorough medical history, assess your needs and discuss your goals for treatment. You can help us by:

- Wearing comfortable and appropriate clothing
- Bringing important information with you, such as x-rays, medication lists, reading glasses;
- Letting us know if you have any particular cultural needs
- If you have any questions, write them down as it will help you remember them.

Hours of Service:

Reception Hours:

8.30 – 5.00 Monday to Friday.

Treatment Hours:

8.30 – 4.40 Monday to Friday.

Treatment Cost

There is no charge for your Physiotherapy treatment at Clutha Health First if you are referred from a health professional (i.e. your GP).

In some cases there may be a small cost associated if your Physiotherapist needs to use consumables or issue you with special products to assist your rehabilitation. Your Physiotherapist will advise you of this at your appointment.

If your treatment is an injury covered by ACC, there will be a small surcharge to pay for each Physiotherapist appointment. Please enquire at Physiotherapy reception of these charges.

Support People

You are welcome to bring support people with you to your appointments.

Location

We are located at the Clyde Street end of the Clutha Health First facility. Our department is well sign posted. There is also an entry door directly into our department for ease of access.