

What is Speech Language Therapy?

Speech Language Therapists (SLTs) work with people who have communication and/or swallowing difficulties.

Their role includes assessment, diagnosis, rehabilitation and work on compensatory approaches to enable people to communicate effectively in their everyday lives and to eat and drink with safety and enjoyment.

Compensatory therapy can include use of paper based or electronic communication aids. Intervention often includes working with communication partners and carers alongside direct work clients.

SLT Service at CHF

SLTs at CHF see adults who have acute, chronic and progressive conditions such as stroke, Parkinson's Disease, Motor Neurone Disease, Multiple Sclerosis, cognitive impairments such as dementia, intellectual disability, head and neck cancer, voice disorders and outstanding speech/language issues from childhood, such as stuttering.

Location

We are located within the Outpatient Department at Clutha Health First.

How to Refer to the Speech Language Therapist

Any health professional can refer you to the Speech Language Therapist. You can also refer yourself or a family member directly by contacting Speech Language Therapy at CHF.

Provided your referral meets eligibility criteria for services the SLT will contact you to arrange an assessment.

Referral Prioritisation Process

All referrals are prioritised. This takes into account a range of factors including risk to safety, severity and ability to benefit from intervention. You may be placed on a waiting list following this prioritisation.

Who Provides Speech Language Therapy Services at Clutha Health First?

Parlez Speech Language Therapy is a private provider based in Dunedin. We offer services to rural areas within South and West Otago and the Gore area, as well as private services within Dunedin.

What to Expect

SLT appointments generally take an hour. You will generally be offered a clinic-based appointment but if it is difficult for you to come into clinic, let the SLT know as a home based assessment may be possible.

When assessing swallowing the SLT will need to observe you eating and drinking. The assessment will involve taking a detailed history and assessing your needs and goals for treatment.

Hours of Service

CHF SLT clinics are run weekly. Treatment hours are from 9.15am - 5pm. Appointments outside of these hours may also be possible on request.

Treatment Cost

There is no charge for your speech language therapy treatment at Clutha Health First as this is funded under the health system.

Support People

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

Teaching Hospital/Students Involved in Your Care Students 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 or provide consent 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.

Interpreter Services

Are available when required.

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.

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.



Speech Language Therapy Services

Parlez Speech and Language Therapy
C/- Clutha Health First
9-11 Charlotte Street, PO Box 46
Balclutha

Telephone: 021 177 0857

www.cluthahealth.co.nz
www.parlezslt.co.nz