

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.



Social Work Services at Clutha Health First



Clutha Health First
9-11 Charlotte Street, Balclutha 9230
PO Box 46, Balclutha, 9240.

Telephone (03) 419 0523
Fax (03) 419 0521
www.cluthahealth.co.nz

Social Work Services at Clutha Health First

What is Social Work?

A Social Worker helps people to live more successfully within their local community by helping them find solutions to their problems. Social Work also involves engaging not only with clients themselves but their families and friends as well as working closely with other organisations.

Who Should Have it?

Any person of any age who has a personal/health disability and or age related issue. Services are also provided to any Inpatient / Maternity patients or community clients.

How to Refer to the Social Worker:

Referrals can be made by any agency, person or health professional. You can contact the Social Worker by telephoning (03) 419 0523 and/or message can be sent by fax to (03) 419 0521 or left at reception. The Social Worker is available from Monday to Thursday, 8.30am – 5pm.

Referral Prioritisation Process

All referrals are prioritised using an objective risk assessment. Clients may be placed on a waiting list following this prioritisation.

Scope of Services: *Inpatients and Maternity*

- Information on Hospital Services.
- Supporting individuals / family / whanau through the transition from hospital care to home.
- Information on Work & Income Allowances (services funded)
- Information on management of disabilities and services available.
- Travel and accommodation funding information for people travelling outside of Otago to receive medical treatment at other centres.
- Supporting people to access community services / organisations.
- Linking people with other healthcare / social service providers.
- Supporting individuals / family / whanau to manage lifestyle changes as a result of health and / or disability issues.
- Supporting caregivers caring for a family member at home.
- Relationship management.
- Assisting with grief / stress management.
- Family Violence Prevention Co-ordination. Provides Information to staff and patients on support services that support victims of abuse

Scope of Services: *Community and Outpatients*

- Family work – supporting individuals and families in hospital, in the community, transitional life stages
- Provide information on hospital services
- Information on Allowances and Disability Allowance, funded and unfunded services, Work & Income benefits
- Travel and accommodation funding information for people travelling outside of Otago to receive medical and other treatments at other centres.
- Supporting people to access community services/organisations
- Relationship management
- Child care and family advice
- Assisting with:
 - general issues
 - stress management
 - financial management
 - support of family and whanau and caregivers
 - management of disability issues
 - support with liaison with community agencies / links
 - practical advice and support needs
- Family Violence Prevention Co-ordination. Provides Information to staff and patients on support services that support victims of abuse