

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.



District Nursing Service

**Available 7 Days a Week
(including Public Holidays)
8.00 am to 4.30 pm
Phone (03) 419 0530**

District Nursing Services are Free of Charge

**Clutha Health First
9-11 Charlotte Street, Balclutha 9230
PO Box 46, Balclutha, 9240
www.cluthahealth.co.nz**

The Clutha Health First District Nursing Service provides a wide range of nursing cares seven days a week within the Clutha District both in the community and in clinic-based settings (as arranged).

We are not an emergency service – if you are experiencing an emergency phone 111.

District Nursing services are provided by Registered Nurses who work independently but access patients GPs and other health professionals for advice and refer as needed.

The District Nursing service provides general nursing which includes:

- Wound Care, including post-surgical, and ACC;
- IV Therapy;
- Oxygen Therapy;
- Chemotherapy;
- Meals on Wheels Assessments;
- Urinary Catheter Care;
- Bowel and Stoma Care;
- Palliative Care;
- Health Promotion and Education.

How can I access District Nursing Services?

The District Nursing Service will receive a referral from another health professional requesting provision of care.

Self referrals are also accepted although further information may have to be obtained from a medical source. Once we have this information, we will contact you to arrange a time to visit.

If you have not heard from us within the expected time, please phone the contact numbers provided on this leaflet and talk to our District Nursing team about the care you require.

Care in your Home

When a referral has been accepted our District Nurses will contact you by phone to arrange to visit you at a suitable time to assess and provide the care you require.

It is your responsibility to ensure safe access to your property and a safe environment for staff. Please ensure dogs are tied up or locked away when the Nurse visits.

Please provide a smoke free environment for Nurses.

During the visit the nurse will set goals, inform you of further visits, and arrange a plan for ongoing care.

Due to many unpredictable variables within the community setting, the District Nurse may at times be delayed, however if you have not heard from the nurse within a reasonable time, please phone the contact number on the front of this pamphlet.

During busy periods, you may reach our voicemail system. Please leave clear details of your name, address, telephone number and reason for phoning. We will return your call as soon as possible.

During weekends and public holidays appointments are prearranged and essential services will be provided.

Cancellations

Please notify us as soon as possible if you are unavailable for a visit or unable to attend a clinic appointment. The nurse will not be expected to wait if a patient has not notified the office of their cancellation.

If you do not notify the office, the nurse will attempt to contact you one more time to arrange another appointment. If contact is not made you will be discharged back to your GP's care.

Discharge Plan

You will be discharged when you have been assessed as no longer requiring our service.

You will be advised of the final visit date and any follow up care required; referrals to other support services will be completed before your discharge.

Clinic Based Care

The District Nursing service also provides clinic based services at Clutha Health First. You will be offered the option to attend the wound clinic if it is appropriate for your care.

The wound clinic can allow greater flexibility for some patients, particularly those who have other commitments.

Patients will be seen in the wound clinic after arrangements with the District Nurse have been made and an appointment time has been given.

The wound clinic is held in the District Nurses Treatment Room at Clutha Health First. Present to the Main Reception area for directions as required.

Daily Clinic

Daily clinic: 8.30am – 11.30 and 1.00 pm – 3.00 pm
Monday to Friday. Weekends and Public Holidays by arrangement only.