

### **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](http://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](mailto:ray.anton@chf.co.nz), or visit our website and complete the Complaints Form from the 'contact' menu on [www.cluthahealth.co.nz](http://www.cluthahealth.co.nz).

Alternatively you may contact the Health and Disability Commissioner 0800112 233 [hdc@hdc.org.nz](mailto: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](mailto: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.



**We welcome you to Clutha Health First**

*Haere mai koutou kia te hohipera o  
Hauora Tahī Ki Iwi Katea*

## **Midwifery Services**



9-11 Charlotte Street, Balclutha, South Otago  
Phone: (03) 419 0500 Fax (03) 419 0501  
[www.cluthahealth.co.nz](http://www.cluthahealth.co.nz)

## Midwifery Care

When you find out you are pregnant you should choose a Lead Maternity Carer as early as possible. This is very important for your health and for your baby. The LMC is responsible for your care throughout your pregnancy, labour and birth, and for you and your baby's care until baby is 6 weeks old. They will provide you with care and information about the choices you can make.

## Clutha Team Midwives

Our team offer care for women birthing at Clutha Health First, at home, or at Queen Mary Maternity Centre in Dunedin. A midwife is available between 9.00 am and 5.00pm Monday to Friday. Outside of these hours an on one of our on call midwives will be available.



**Charlie Ferris**

Mobile: 027 201 8022



**Christine Hayward**

Mobile: 027 201 8076



**Megan Pigou**

Mobile: 027 201 8131



**Sheryl Smith**

Mobile: 027 201 8137

## Costs

Midwifery care is free for residents of New Zealand.

Ultrasound scans cost \$40 each, (for the first five scans). Payment is made directly to Pacific Radiology. Eftpos is available.

## Referrals

For any complications during pregnancy/labour, midwives will liaise with specialists at Queen Mary Maternity Centre in at Dunedin Hospital. Ultrasound scans are usually held in Balclutha. An obstetrician also visits Balclutha monthly.

## Visits from your Midwife

You can expect your Midwives to visit you:

- Monthly until 28 weeks gestation,
- Fortnightly from 28-36 weeks gestation.
- Weekly from 36 weeks gestation until birth.

Visits are completed at Clutha Health First Outpatient Department. In exceptional circumstances our Midwives may be able to visit you at home; please discuss this with your midwife.

## Birth Plan

A birth plan will be discussed and information provided prior to the birth your baby.

## Midwife Visits after Birth

You can expect your Midwife to visit you:

- Daily while admitted to the Clutha Health First Maternity ward;
- In the second week: 1-2 times;
- Weekly from 3-6 weeks.
- A referral to a Well Child provider can be completed upon on discharge from your Midwife.

## Clutha Health First Maternity Centre

Clutha Health First is a primary birthing facility that provides a holistic birth environment for low risk women. There is also a variety of complementary therapies to help manage labour including equipment, a birth pool, massage, heat and aromatherapy and pharmacological pain relief if required.

## Pregnancy and Parenting Classes

This programme is to support first time parents by providing a range of information and facilitation of discussions around pregnancy and childbirth, and parenting of their new-born baby.

We encourage enrolment for a course as soon as your pregnancy has been confirmed. The course is free of charge and is provided by Plunket.

Enrol online: [www.plunketppe.org.nz](http://www.plunketppe.org.nz)

Email: [ppe@plunket.org.nz](mailto:ppe@plunket.org.nz)

Phone: 0800 291 658 / 027 275 8477

Balclutha Plunket Office: 03 418 0525

## Your Responsibilities

To maintain a safe environment and ensure you receive the best care possible, it is important you take some responsibility for your own care. This includes:

- Informing your LMC of any medical conditions;
- Violence will not be tolerated;
- Photos or videos of staff /patients is not permitted;
- No smoking, alcohol or drugs in the presence of LMC;
- Respecting our staff and the property of Clutha Health First.