

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.



Occupational Therapy Service

**in Clutha Health First Inpatient Ward
and
Milton, Balclutha, Clinton, Owaka, Kaitangata
and Lawrence Areas**



**Occupational Therapy Service
Clutha Health First
9-11 Charlotte Street, PO Box 46, Balclutha
Phone (03) 419 0525 Fax (03) 419 0526
www.cluthahealth.co.nz**

What is Occupational Therapy?

Occupational Therapy is a health service that enables people to participate in their “occupations” (the everyday things that you do).

We work to support healthy lifestyles, prevent illness and disability, and promote and restore health through enabling participation in occupation.

How can an Occupational Therapist Help?

When disability, illness or injury limits your ability to participate in occupations, an Occupational Therapist can assist you to achieve and maintain your maximum level of independence.

Occupational Therapists can help you identify the occupations that are difficult for you, and assist you to set your own goals for what you want to achieve. This may include to learning new ways of doing things; adapting your home, workplace or school; developing your abilities so you are able to participate in the things that are important to you; access supports available in the community; or develop a healthier lifestyle.

Referral Process and Criteria

Referrals are accepted from health professionals, or you or your family can telephone us to request our service.

Entry Criteria

At Clutha Health First, we work with people who have a physical health condition, illness or disability or reduced abilities due to ageing. Occupational Therapy is a free service.

Prioritisation Process

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

Who can benefit from Occupational Therapy?

People who are experiencing difficulties with:

- Coping independently at home
- Managing household tasks
- Personal cares (showering, dressing etc)
- Preparing and cooking meals
- Managing stress
- Feeling tired or fatigued
- Experiencing ongoing pain
- Time management and daily planning
- Sore, swollen or stiff joints

Hours of Service:

Monday to Friday, 8.30 am – 5.00 pm

What Services Do We Provide?

At Clutha Health First, we work with people who have a physical health condition or disability.

We complete an assessment in your own home and set goals with you for what you want to achieve. A plan will be set to achieve these goals and this may be through:

- Assessment and retraining in your occupations (learning new ways of doing things)
- Assessing your eligibility for Ministry of Health funding for essential disability related needs for long term use equipment and/or alterations to your house to enable safety and independence at home.
- Provision of short term loan equipment to assist after operations, accidents, short term illness or for palliative care needs (including toilet frames, shower stools, chair raisers and other aids)
- Advice on accessing Lottery Grants for equipment needs (eg mobility scooters)
- Stress management, relaxation education and energy conservation techniques.
- Education on coping with specific disabilities e.g. arthritis and stroke.
- Information on community resources
- Referrals to other appropriate services e.g Social Work, District Nursing, Needs Assessment.

Our team consists of qualified NZ Registered Occupational Therapists, and an Occupational Therapy Assistant.