

Day Rehabilitation Programme

What do we do?

Clutha Health First Day Rehabilitation Programme runs one session a day on Monday's, Wednesday's and Fridays. The session runs from 10 am until 1 pm. The purpose is for you to plan your recovery goals for your daily life.

Meals

While you are at the Day Rehabilitation Programme you will be provided with a hot meal at no cost to yourself. The meal is similar to that of a Meals on Wheels meal. However you can bring your own food if you prefer. Please let our staff know.

Please let our staff know if you have any special dietary requirements.

What to bring

Please bring along current lunchtime medications and walking aids e.g frame, stick, glasses hearing aids.

Transport

Day Rehabilitation Programme transport is provided by Clutha Health First. We will collect you from your house between 9.30 am and 10 am and will return home after 1 pm.

You may also arrange your own transport if wished.

The Rehabilitation Team

During your visit you will see a Physiotherapist, and/or an Occupational Therapist.

You may also see (if required) a Speech Language Therapist, Dietician, Continence Adviser or a Specialist Physician i.e a Geriatrician who all have clinics at Clutha Health First.

Referrals

Day Rehabilitation Programme works on an open referral system. Referrals are accepted from GP's, community service groups, hospital/rest homes, Occupational Therapists, Physiotherapists and hospital wards.

Cancellation

If you are unable to attend the Day Rehabilitation Programme, please contact the Day Rehabilitation Co-ordinator on 027 201 8025 before 9 am.

Your Programme

Will commence on:

Transport:

Picked up at approx: _____
Brought home after 1pm.

Co-ordinator:

Physiotherapist:

Occupational Therapist:

Social Worker

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.



Day Rehabilitation Programme

**Older People's Health
Offering comprehensive
assessment, treatment and
rehabilitation services to clients
over 65 years old.**

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

**Telephone: 03 419 0512
Mobile: 027 201 8025
www.cluthahealth.co.nz**