

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.

Interpreter Services

Are available when required.

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.

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.



Clutha Health First Outpatient Department

Clutha Health First Outpatient Services Include:

- Breast Care
- Continence Nurse Specialist
- Diabetic Educator
- Diabetic Photographer
- Dietitian
- Endocrinology
- Gastroenterology
- Gynaecology
- Medical Physician
- Mobile Surgical Services
- Neurology
- Older Persons Health
- Oncology
- Orthopaedic
- Paediatrics
- Podiatry (High Risk)
- Respiratory Educator
- Speech Language Therapy
- Surgical

Clutha Health First
9-11 Charlotte Street, PO Box 46 Balclutha
Phone (03) 419 0570 Fax (03) 419 0575
www.cluthahealth.co.nz

Outpatient Department

The Clutha Health First Outpatient Department hold regular public and private clinics which are ever increasing due to demand.

The department is staffed by Enrolled Nurses, an Administrative Officer and a Medical Typist. Consultants travel from Dunedin to attend clinics.

To get to the Outpatient Department, enter through the main entrance of the facility, and walk straight to the end of the corridor. Outpatients is well sign posted from the entrance.

Referrals to Outpatients Specialists

To see a specialist you are generally required to have a written referral from your General Practitioner although some services do accept self referrals.

Eligibility

Outpatient clinics are free for New Zealand residents. If you are not sure if you are eligible please speak with the Outpatient Receptionist.

Waiting time to see a Specialist

The present waiting list for clinics varies from 4 weeks – 6 months with catch up clinics being held to significantly reduce waiting times.

If your condition worsens while waiting for your appointment, please contact your GP so that they can review and re-examine you and the specialist can be notified. This also applies to any follow up appointments.

Unable to attend your Appointment

If you can not keep your appointment, please phone and tell us as soon as possible so we can offer the appointment to someone else. This helps to keep waiting lists shorter and gives someone else a chance to get the treatment they need

If you miss your appointment without notifying Outpatient staff you may be discharged back to your GP.

On Arrival to Outpatients

Please check in at the Outpatient reception so we know that you are here. We may request some personal information from you, which is needed for both treatment and administrative reasons only.

If you change your name, address, phone number or GP – please notify us as soon as possible.

Things to bring to your Appointment

- A list of all your medications (including dosages) – and also any natural or non- prescription medicines you are currently taking
- A list of any known drug allergies
- Your glasses, hearing aid, mobility aides if used

Things to Arrange Before you Leave Home

- Transport to get home (if you can not drive after your treatment)

If you need Blood Tests

Blood tests can be done at Southern Community Laboratory based at Clutha Health First. They are open Monday to Friday 8.30 – 4.30 and you do not need an appointment.

Xrays

If you need an Xray you can have this taken at Otago Radiology based at Clutha Health First. Please visit or ring our main reception on 419 0500 to arrange an appointment.

After your Appointment

Your General Practitioner or referring practitioner will receive a letter from the Consultant following your appointment. If you do not want this to happen, please advise the medical staff during your appointment.

Before you leave Clutha Health First check you have

- Prescriptions for new medicines if needed
- Information about your care once you get home (if required)
- A number you can call us on if you have questions or concerns

Car Parking

Clutha Health First offers free car parking on site, including disability parks close to the entrance of the facility.

Private Specialists

Clutha Health First also hosts a range of private specialists in our Outpatient Department at various times.

If you wish to enquire about the services our private specialists offer in Balclutha, please ask our staff at Outpatients Reception.