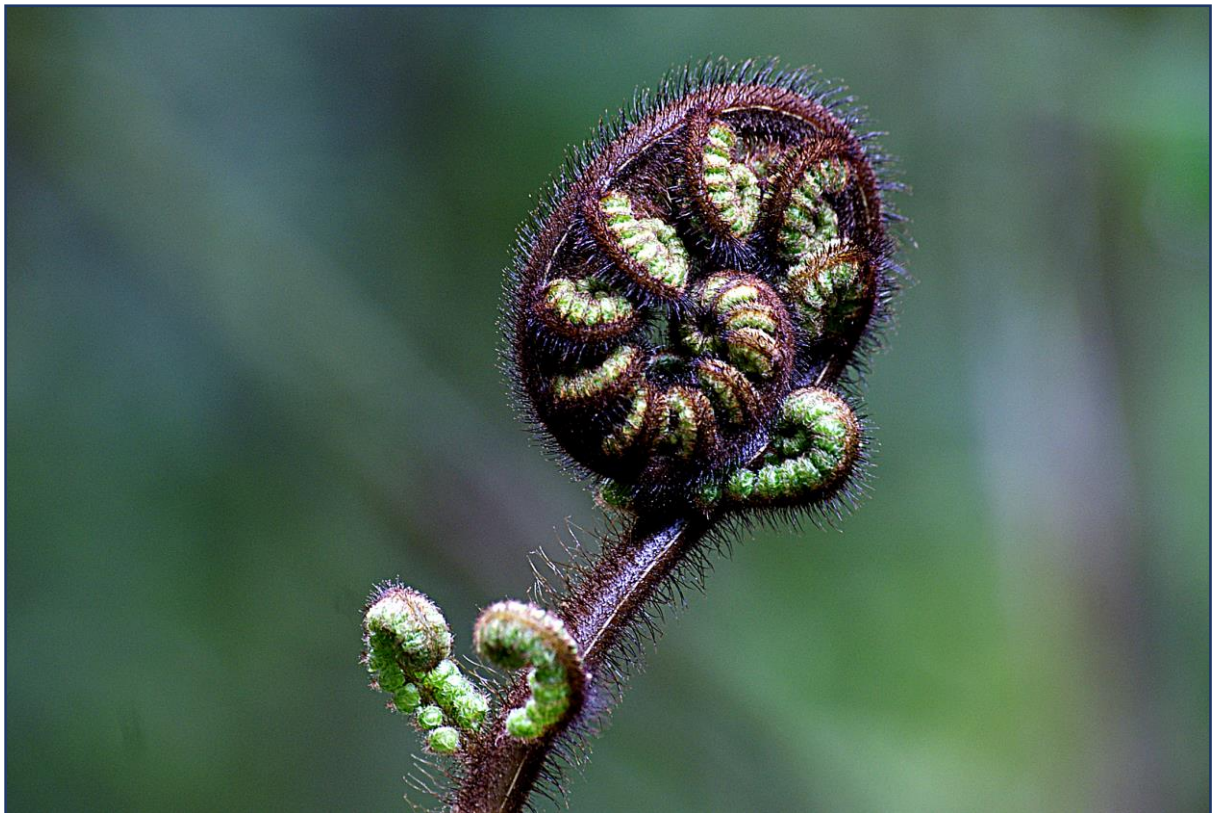


**Te Whatu Ora**  
Health New Zealand

# Te Whatu Ora Southern

## Patient Information Handbook



## **Hamish Brown, Interim District Director, Te Whatu Ora Southern**



Te Whatu Ora leads the day-to-day running of the health system across New Zealand, with functions delivered at local, district, regional and national levels.

It weaves the functions of the 20 former District Health Boards into its regional divisions and district offices, ensuring continuity of services in the health system.

Te Whatu Ora Southern employs approximately 5,406 staff. It will be this outstanding team of dedicated staff who will be looking after you, the patients and whānau of Te Whatu Ora Southern.

The New Dunedin Hospital will be built in two stages:

- An outpatient building (planned to open mid-2025). This will include ambulatory services, clinic rooms, day procedures and non-urgent Radiology.
- An inpatient building (planned to open mid-2028). This includes an Emergency Department, operating theatres and other services including a dedicated primary birthing unit.

Specific ward and outpatient patient information leaflets / brochures are available from the relevant services as required.

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# General Information

## Accommodation / Te Whare Whānau

Information pamphlets are found at the Enquiries Desk, Dunedin Hospital and on the wards at Wakari Hospital. Hospital social workers are available to assist. See specific hospitals for further information.

## Admission

**Let us know before you come to hospital if you have a cold or flu symptoms, vomiting or diarrhoea.**

Note: if your admission is an emergency this will be processed by the relevant Emergency Department.

### What to bring with you to hospital

You will need to bring these items while you are in hospital:

- Warm comfortable nightwear, dressing gown, slippers and comfortable day clothes, including shoes and socks. Bring any equipment that you use to help dress yourself.
- Toiletries, brush and comb, toothbrush, toothpaste, soap, shampoo, shaving gear, sanitary pads, tampons and tissues.
- Any equipment that aids you, i.e. glasses, hearing aids, walking sticks or frames etc.
- Any medications you are taking.

All personal belongings brought into the hospital by you are at your own risk. This includes any personal items. Te Whatu Ora Southern will not accept responsibility for any items that go missing while you are in hospital. Please ensure items are named where possible and arrange for your clothes to be laundered.

## Advance Directives

We will always discuss your medical treatment options with you if we can. If we cannot, e.g. because you are unconscious or have become too unwell, we will try to make the best decision for you.

If we have a good chance of saving your life and restoring you to good health we will always do everything possible.

If the outcome is less certain, then doctors and nurses will use their judgement to decide for you what most people would want in the circumstances. You can make specific health care choices in advance, however, by completing an advance directive. An advance directive greatly assists staff by giving them a clear idea of what you want in certain serious situations, should you become too unwell to make decisions.

If you would like to include an advance directive in your clinical record, our Patient Enquiries staff are available to assist you. If possible, always discuss things with someone you trust, who can convey your wishes in case of doubt.

## Advocacy

The Health and Disability Advocacy service is a free and confidential service available to all consumers. This service is independent of Te Whatu Ora Southern. Advocates are there to assist consumers to ensure their rights are respected. If you have a concern about the care you are receiving contact:

- 0800 555 050
- E-mail: [advocacy@advocacy.org.nz](mailto:advocacy@advocacy.org.nz)

## Consent

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.

## Disabilities

We need to know what needs you have so these can be met while you are in hospital. This includes any involvement or care given by a carer or family (whānau).

## Discharge and transport

Discharge is planned by your service. Please discuss these arrangements with your nurse.

Mental Health discharge can take place at any time by arrangement with the family (whānau).

Please let us know, as soon as possible during your admission, if you have any concerns about going home, e.g.

- No one is available to care for you.
- If you feel you are no longer managing at home.

If you have been admitted from another hospital it is expected that you make your own arrangements to return home.

The Ministry of Health administers funds available for transport for distance patients. For further information telephone:

- Freephone 0800 281 222.

The hospital doctor in charge of your care will contact your GP following discharge with details of your treatment and follow-up recommendations. You will be given a copy of your discharge summary to take home.

Before leaving the hospital, please discuss with your nurse whether you require:

- Hospital follow-up visits.
- GP follow-up visits.
- Prescription to be filled at your pharmacy.
- Medical certificate.
- ACC Injury Claim Form (ACC45).
- Work and Income (WINZ) form.
- Transport and accommodation forms completed.
- Referral to community services, i.e. district nursing, home-based support services or community-based physiotherapy and occupational therapy.

Please remember to take home:

- Your medication.
- Any valuables.
- All belongings.

Please leave behind:

- Hospital clothing.
- Linen.

If you are leaving the hospital with crutches or other aids, remember they are loan only and must be returned as soon as you have finished with them.

If you are an overseas tourist and require copies of X-rays we can arrange this for you.

Please do not leave the ward without notifying the staff.

## Donations & bequests

Te Whatu Ora Southern is happy to accept any financial assistance received by way of donations or bequests, as these enable us to purchase additional items or equipment that will benefit patients.

- **Dunedin and Wakari Hospitals:** Patient Enquiries, main foyer.
- **Southland Hospital:** Telephone (03) 214 7208.
- **Lakes District Hospital:** Operations Manager (03) 441 0015.
- HealthCare Otago Charitable Trust, PO Box 5848, Dunedin 9058. E-mail: [secretary@hcocharitabletrust.co.nz](mailto:secretary@hcocharitabletrust.co.nz)

## Emergencies

In the event of an emergency all patients are requested to follow the direction given by Te Whatu Ora Southern staff.



## Enquiries

Telephone calls to ward or clinical areas are limited to emergency or urgent matters for immediate family members. We encourage one nominated family member or friend to provide updates to your family (whānau) to help keep them informed of your progress.

If you do not wish information to be given out please let the staff know.

## Feedback

We welcome all feedback whether it be in the form of a compliment, complaint, concern or suggestion. We value feedback as a way of improving the services we provide. 'Feedback' leaflets are available in all areas, you can also e-mail us at: [feedback@southerndhb.govt.nz](mailto:feedback@southerndhb.govt.nz) or for more information ask a staff member.

## Fees

Eligibility for free health care:

- A New Zealand citizen (including Cook Islanders, Niue or Tokelau).
- A pregnant woman with spouse/ partner who is a NZ resident (maternity care only).
- A foreign worker with work permit for 2 years or more.
- An Australian or UK resident requiring 'immediate necessary treatment'
- A refugee with proof of status.
- A child under 18 years who is under the legal guardianship of an eligible person.

Overseas visitors:

- Following an accident, if accepted by ACC.
- Any patient admitted to hospital under a compulsory treatment order issued under the Tuberculosis Act 1948, the Mental Health (Compulsory Assessment and Treatment) Act 1992 or the Alcoholism and Drug Addiction Act 1966.

Non-NZ residents will be required to provide proof of eligibility for publicly funding health services, e.g. passport. Those who cannot provide proof will need to pay for the health services they receive.

For further information go to:

- [www.moh.govt.nz/eligibility](http://www.moh.govt.nz/eligibility)

If you are ineligible for free treatment, an invoice will be given to you on discharge and arrangements for payments made.

## Hand hygiene

It is important that health care staff who touch you have washed their hands before doing so. You can ask them to do so.

## Hard of hearing / visual impairment

If you require these services or additional assistance please ask the staff member caring for you. A sign language interpreter is available.

## Hospital hosts and staff volunteers

St John Ambulance Service hospital hosts and volunteers are here to assist patients and visitors in the Emergency and Oncology Departments, and the foyer of Dunedin Hospital and in the Emergency Department of Southland Hospital.

## Interpreter Service

There is a 24-hour interpreter service for most languages. See the Interpreter Poster on the premises or ask a staff member.

## Medications

Please advise medical staff of any medicines, drugs, ointments, vitamins and/ or natural remedies you are currently taking. Your medications can be stored and returned on discharge.

## Use of medicines that are not approved in New Zealand

The manufacturers of a medicine must obtain approval from Medsafe (a government agency) if they want to market their medicine in NZ. They have to show the medicine is safe to use, works for the illness being treated, what the side effects are, and that it has been made to a high standard.

Your doctor may prescribe a medicine that is not approved in NZ for the illness you have. This is sometimes referred to as 'off-label' use. Your doctor will have recommended this medicine because they feel it is the best choice for your illness and there is information showing that it is safe.

### **Why would a medicine be used in a situation where it is not approved?**

There are several reasons:

- The medicine may have been approved in NZ in the past but due to low usage the manufacturer has decided it is too expensive to maintain the approval. The medicine may be widely used in other countries.
- The medicine may already be approved for one illness (e.g. amitriptyline for depression) but doctors find that it works very well for another illness (e.g. amitriptyline for nerve pain).

- Because studies were not done in children, a medicine may only have approval in adults but it is commonly used for children as well.
- The medicine may be approved to be given in one way (e.g. by injection) but it is then found to be useful when given in a different way (e.g. by mouth).
- It may be too difficult or expensive to do the required studies on the medicine.

### **How will I know that the medicine is not approved for my illness?**

Your doctor should tell you. If you read the information leaflet that comes with the medicine, you may notice that the information does not apply to your illness.

If you are concerned, talk it over with your doctor or pharmacist. They may be able to give you a special information leaflet about the medicine so please ask.

## **Patient Rights**

We want to ensure that all your rights are met.

Every person who uses health and disability services has rights and Te Whatu Ora Southern staff have duties. These rights and duties are clearly set out in the Code of Health and Disability Services - Consumer Rights.

In summary, your rights under this code are:

- Right to be treated with respect
- Right to freedom from discrimination, coercion, harassment, and exploitation
- Right to dignity and independence
- Right to services of an appropriate standard
- Right to effective communication
- Right to be fully informed
- Right to make an informed choice and give informed consent
- Right to support
- Rights in respect of teaching or research
- Right to complain

Pamphlets explaining your rights when using our services are available in all wards and departments.

For more information on your rights contact:

- 0800 11 22 33
- E-mail: [hdc@hdc.org.nz](mailto:hdc@hdc.org.nz)

If you feel your rights have been breached, please refer to the complaints process from the hospital from which you have received your care.

### Personal electrical/ electronic equipment

Cell phones are not permitted where medical equipment is being used. Refer to each ward regarding personal electrical / electronic equipment.

### Photographs / video recordings

Photographs / video recordings can be taken only after consultation with the clinical staff and express permission is given from the patient.

### Privacy & your health information

#### Collection of health information

Health information is collected for your care and treatment. Usually, it will be collected directly from you, but if this is not possible/practical it may be collected from another person and then checked with you as soon as possible.

It is important that the information we hold about you is accurate and up to date in order to provide a safe standard of care during your stay in hospital. You may choose to provide additional information which may help in providing context to your current hospitalisation.

#### Security of your information

Your information will be stored securely. Only authorised staff will be able to access your information.

It is normal practice to give necessary and relevant information about you to your GP and/or referring practitioner. Other health professionals and relevant community agencies may be provided with information in order to deliver appropriate health services. If you do not wish this to happen, please make staff aware.

In most cases we would require your consent before we would release information about you to somebody else. In certain situations, however, we are compelled by law to release information (Police search warrant, or children at risk).

#### Access to your information

You can request access to your information and may request correction of it if necessary.

## Who to contact about a privacy issue

If you have a concern relating to a privacy issue, please contact the Privacy Officer of the facility you are in. If you feel the issue has not been addressed to your satisfaction following that conversation, we encourage you to contact the Privacy Commission on their number 0800 803 909 or through their web site: [www.privacy.org.nz](http://www.privacy.org.nz)

## Property & valuables

Do not bring items of value or large sums of money into hospital.

## Resuscitation (CPR)

When someone in the hospital suddenly becomes unresponsive, and the staff cannot find a pulse or detect breathing, we call it a cardiac arrest.

Cardiopulmonary resuscitation (CPR) is the attempt made by the hospital staff to restore pulse and breathing.

Some patients may not want these attempts to be made for them.

If you do not want to be resuscitated, or wish to discuss this further, please tell a member of the staff caring for you. We can document your wishes and initiate a **'Not for Cardiopulmonary Resuscitation (CPR) Order'** if you wish.

## Smoking, alcohol & drugs

All Te Whatu Ora Southern premises are smokefree, alcohol-free and drug-free for all staff and visitors.

If you are a smoker, your stay in hospital is an opportunity for you to quit. Smokefree Support can offer advice and support during your stay and in some cases may be able to provide you with nicotine replacement therapy – please ask your nurse for more information.

Smokefree support is also available following your discharge to support you in becoming smokefree.

- **Quitline:** 0800 778 778.

## Students

Dunedin, Wakari, Southland and Lakes District Hospitals are teaching hospitals. Patients can consent to take part in teaching procedures.

## Zero tolerance towards violence

Te Whatu Ora Southern has a zero tolerance towards any kind of violence. All staff and patients have the right to work in a safe environment.

# Dunedin Hospital

## Accommodation / Te Whare Whānau

Information pamphlets are found at the Enquiries Desk, Dunedin Hospital and on the wards at Wakari Hospital. Hospital social workers are available to assist.

Te Whare Whānau provide accommodation for up to two whānau of critically ill patients at Dunedin Hospital.

- Contact the Maori Health Liaison Service, telephone: (03) 474 0999 extn 58649.

## Admission

If you have cold or flu symptoms or other infectious illness, i.e. chicken pox or measles, please telephone:

- **Dunedin Admissions Office:** (03) 470 9322  
Mon-Fri 8:00am-4:30pm.

## Chaplaincy Service

Available during office hours and emergencies after hours for patients and families.

The Hospital Chapel, ground floor, is always open. Short worship services are on Sunday mornings at 10:30am – morning worship and holy communion.

## Compliments & complaints

The staff of Te Whatu Ora Southern welcome feedback. Contact: Patient Enquiries Office, main foyer, ward block. 'Feedback' leaflet is available to be completed.

## Food outlet

Daily Dose (ground floor main ward block):

Hours: Mon-Fri 8:00am – 4:00pm Saturday: 8:00am – 2:00pm.

## Māori Health Liaison Service – Te Ara Hauora

The Māori Health Unit provides nursing and social support services to Māori and non-Māori patients and their whānau/family.

The kaiawhina (cultural support workers) can be contacted on (03) 474 0999 extn 58649.

The Dunedin office is located in the Whānau Room, ground floor. Whānau accommodation is provided at Flat 3, Helensburgh Flats, Wakari Hospital, Helensburgh Rd. Contact the kaiawhina for further information.

## Meals

- Breakfast: 7:00am – 8:30am
- Lunch: 12:00noon – 1:30pm
- Dinner: 5:15 – 6:30pm

## Newspapers

Most Dunedin wards are visited by a paper seller daily with the *Otago Daily Times*. There is a newspaper honesty box in the main foyer of Dunedin Hospital.

## Parking

Upper vehicle concourse off Great King St.

The Dunedin Hospital St John hospital hosts are available between 9:00am – 4:00pm to stay with a patient while a car is being parked.

Outpatient parking is available at the Dunedin upper vehicle concourse and underneath the Oncology and Hospital buildings, accessed from Cumberland St.

Metered parking is available in surrounding streets on metered parks. Long-term parking is available in the car park building opposite Centre City Mall in Great King St and also in the Frederick and Hanover St carparks.

## Patient Enquiries

Enquiries main desk Dunedin Hospital foyer:  
Mon-Fri 8:00am – 6:00pm. Weekends: 9.30am – 6:00pm.

Patient Enquiries office: Mon-Fri 8:00am – 5:00pm.

## Pharmacy

You may be directed to the hospital pharmacy in some instances. It is open 12noon – 5:00pm, Mon-Fri: 9:00am – 12noon Saturday.

## Postal arrangements

Delivered to the wards Mon-Fri. Stamped mail can be posted in the main foyer.

## Security

Security officers patrol the facilities, including car parks on a 24-hour basis.

All entrances except the Emergency Department are locked from 8:00pm – 6:00am. Use the Queen Mary entrance to gain access via the intercom.

## Telephones

Pay phones are available in some areas, including a card phone in the main foyer.

Access to ward or department office phones is at staff discretion. Free phones for Dunedin Taxis, City Taxis, Nab a Cab and Southern Taxis are located in the vehicle concourse entrance off the main foyer on the ground floor.

## Visiting hours

Wards and Queen Mary are open between 2:00pm – 8:00pm.

The Neonatal Intensive Care Unit, Adult Intensive Care Unit and High Dependency Units have visiting by appointment only.

The Adult Intensive Care Unit has a designated quiet time between 12noon – 2:00pm.

The general 2:00pm – 8:00pm hospital visiting hours are in place to support the provision of safe and effective health care to all patients, while also allowing visitors to spend quality time with family or friends in hospital.

Clearly there will always be exceptions to the 2:00pm - 8:00pm visiting hours for patients who are seriously ill or who have other extenuating circumstances. Please discuss with the clinical nurse / midwife manager, midwife or nurse coordinator to arrange visiting at other times.

## WiFi

Free public Wifi is available at Dunedin Hospital. Just go to your wifi settings on your device and choose SDHB Patient WiFi.



# Lakes District Hospital

## Admission

If you have cold or flu symptoms or other infectious illness, i.e. chicken pox or measles, please telephone: (03) 441 0015.

## Chaplaincy Service

Chaplain available via on-call roster.

## Compliments & complaints

The staff of Te Whatu Ora Southern welcome feedback. Contact: Quality & Safety, telephone: (03) 214 5738.

'Feedback' leaflet is available to be completed.

## Meals

- Breakfast: 8:00am
- Lunch: 12:00noon
- Dinner: 5:00pm

## Newspapers

Delivered to ward and staff room.

## Parking

Free car parking on Douglas Street.

## Postal arrangements

Via Reception.

## Security

After hours entry (between 8:00pm – 8:00am) is via the intercom system.

## Telephones

Each room has a direct dial number for incoming calls only. To make an external call a phone is located in the corridor at the end of the general ward.

## Visiting hours

11:00am – 12noon. 2:00pm – 8:00pm. Children are not to be left unsupervised on hospital grounds.

# Southland Hospital

## Accommodation / Te Whare Whānau

The Māori Health Unit provides Te Whare Whānau (the Family Room) service. This is a short-term accommodation option (1-3 nights) available to your family/whānau members living outside the Invercargill boundary when you are receiving hospital care. For enquiries to access Te Whare Whānau room, please ask the nursing staff looking after you to contact the unit or Security.

## Admission

If you have cold or flu symptoms or other infectious illness, i.e. chicken pox or measles, and are being admitted for planned surgery please telephone: (03) 218 1949, or the receptionist of the Day Surgery Unit (03) 214 5781 before admission. It is very important that you inform us about any of these symptoms, even if it seems like a minor concern to you.

## Cafeteria

A cafeteria is available for patients and their visitors. It is located on the ground floor of the main corridor.

Monday-Friday: 7:30am – 6:30pm

Weekends: 8:30am – 6:30pm

\* Note these times may change on public holidays.

## Chaplaincy Service

Hospital chaplains, ministers and lay church visitors are available to visit you, and can be contacted 24 hours a day, 7 days a week, either through your nurse or the hospital telephone operator. The Chapel / Quiet Room is located next to the Medical Ward entrance on Level 1 and is always open for prayer or meditation. Everyone is welcome to use the chapel at any time.

## Compliments & complaints

The staff of Te Whatu Ora Southern welcome feedback.

Contact: Quality & Risk, telephone: (03) 214 5738.

'Feedback' leaflet is available to be completed.

## Gift shop

Situated in the foyer on the ground floor, the shop has a selection of gifts and necessities for you to choose from, such as flowers, toys, tissues, shampoo, cards, books and sweets. It is serviced by volunteers and is open between 10:00am and 4:00pm.

## Library books

A selection of books is available in most ward day rooms. Other material, such as large print or specific titles can be requested. Please ask the ward staff to contact the Southland Hospital librarian for this service.

Below is a list of websites that offer free online ebooks for reading and downloading to devices (smartphones, tablets etc):

- Project Gutenberg [<https://www.gutenberg.org/>] – over 60,000 free ebooks, including the classics.
- Open Library [<https://openlibrary.org/>] - over 1.5 million free ebooks.
- International Children's Digital Library [<http://en.childrenslibrary.org/>] – multiple languages available. Create an account to keep a bookshelf of books.
- Invercargill City Library ebooks [<https://ilibrary.co.nz/digital/ebooks/>] - you will need to be a member of the Invercargill Library to access the ebooks. Invercargill Library registration - <https://ilibrary.co.nz/library-info/join/>
- Dunedin Public Library digital library [<https://www.dunedinlibraries.govt.nz/digital-library>] - you will need to be a member of the Dunedin Public Library to access the ebooks. Dunedin Public Library registration - <https://www.dunedinlibraries.govt.nz/join>

## Māori Health Unit – Te Huinga Tahī

### Nau Mai, Haere Mai, Welcome

The Māori Health Unit provides nursing and social support services to Māori and non-Māori patients and their whānau / family. We are here to support you and your whānau / family to achieve maximum health, well-being and independence.

We aim to:

- Connect you and your whānau / family with resources and services.
- Ensure that your transition from hospital care to home is achieved successfully.

We are committed to providing you a holistic health service.

Te Huinga Tahī is situated in the Community Services Building on the Southland Hospital site. Telephone: (03) 218 1949 extn 48309.

Telephone: (03) 218 1949 extn 48509.

**Ki te kore ngā pūtaka e mākūkūngia, e kore te rākau e tupu**

*If the roots of the tree are not watered, the tree will never grow.*

## Māori Mental Health – Te Korowai Hou Ora

Te Korowai Hou Ora services are available for all tangata whaiora who are receiving clinical mental health services within Te Whatu Ora Southern.

Telephone: (03) 218 1949 extn 48378.

## Meals

Approximate times for meals are:

Breakfast:	7:30 – 8:30am
Lunch:	11:45am – 12:45pm
Tea:	5:00 – 6:00pm

## Mobile canteen

The mobile canteen contains items such as small non-perishable snack items and magazines and is run by volunteers. The trolley round operates from approximately 10:00am – 11:30am, Monday to Friday, and visits all ward areas.

## Newspapers

The *Southland Times* (daily newspaper) is available for purchase, Monday to Saturday. The *Southland Express* (weekly community newspaper) is available free in the hospital foyer (Thursdays of each week).

## Pacific Islands Nurse Specialist Service

The Pacific Islands Nurse Specialist Service is designed to assist Pacific people make the transition from hospital to home and to provide nursing follow-up. It also aims to prevent the need for hospital admission by offering community care and home visits. There is ongoing contact with GPs and primary-based (community) services focusing on health care and education. The service is available Monday to Friday and contact can be made via the hospital switchboard. The nurses work in collaboration with the local Pacific Island Trust where other support and nurse-led clinics are available.

## Parking

There are free car parks on site and free parking along the surrounding streets of Kew and Elles Roads. Kew Road has P120 parking limits (8:00am – 4:30pm) weekdays. Dedicated disability car parks are available near the entrance points to the hospital buildings.

Pick-up / drop-off zones are available outside both hospital entrances where vehicles may pull up and unload/pick up passengers close to the entry. Note these are P5 parking limits.

Car parking is regularly monitored by Security. Please note that vehicles parked in unauthorised parks or in front of fire exits may be clamped at the owner's expense.

Mobility parks are available for people who hold a valid mobility parking permit and are located in the main and west car parks.

The **speed limit** on all hospital roadways is **20kph**.

## Pharmacy

The Pharmacy Department is located on the first floor and is open for outpatient prescriptions between 10:00am and 2:00pm Monday to Friday and between 10:00 -11:30am on a Saturday.

Telephone: (03) 214 7218.

## Postal arrangements

If you wish to post mail from the hospital, there is a letter box near the main entrance which is emptied daily, or you can ask a ward staff member to place your mail in the 'Out' basket.

Daily mail deliveries and collections (except public holidays) are available. If mail is being sent to you in the hospital it should be addressed:

Your name  
Ward name  
Southland Hospital  
PO Box 828  
Invercargill 9840

## Ronald McDonald Family Room

The Ronald McDonald Family Room provides a quiet space for families to relax and recharge just moments away from their hospitalised child.

There are four short-stay rooms for the caregivers of critically ill children when it's imperative they remain just moments away from their hospitalised child. These beds are allocated in consultation with hospital staff and are given on a greatest needs basis.

## Security

Southland Hospital has 24-hour security on site.

After-hours entry, between 8:00pm and 7:00am, to the hospital is limited to the main entrance only.

All after-hour visitors should report to the Security counter inside the main entrance (beside the emergency department reception) during these times. All after-hour visitors are also required to sign in/out for the purpose of any emergencies that may arise.

## Telephones

Coin and card operated telephones are available for patients and visitors - one is situated outside the Medical Ward and the other is by Outpatients. Telephones are not available at the bedside – please ensure your family and friends are aware of this.

## Visiting hours

Visiting hours at Southland Hospital are **2:00pm – 8:00pm daily** (please avoid meal times at 5:00pm). These hours apply to immediate family (whānau), extended family and friends of the patient.

The following wards have special visiting guidelines:

- Critical Care Unit allows immediate family only to visit at any time except between 2:00pm – 4:00pm.
- Inpatient Mental Health Unit 7:00am – 8:00pm.
- Children's Ward allows parents / caregivers to visit at all times. Visiting hours for friends and other relatives are 2:00pm – 8:00pm daily.
- Surgical Ward has open visiting hours.

The general 2:00pm – 8:00pm hospital visiting hours are in place to support the provision of safe and effective health care to all patients, while also allowing visitors to spend quality time with family or friends in hospital.

Clearly there will always be exceptions to the 2:00pm - 8:00pm visiting hours for patients who are seriously ill or who have other extenuating circumstances. Please discuss with the clinical nurse / midwife manager, midwife or nurse coordinator to arrange visiting at other times.

# Wakari Hospital

## Admission

If you have cold or flu symptoms or other infectious illness, i.e. chicken pox or measles, please call: Dunedin Admissions Office, telephone (03) 470 9322 Mon-Fri: 8:00am – 4:30pm.

## Cafeteria

Mon-Fri: 8:00am – 4:00pm.  
Not open on weekends or public holidays.

## Māori Mental Health Service (Te Oranga Tonu Tanga)

Te Oranga Tonu Tanga and the Intellectual Disability Service provide cultural support to tangata whaiora and their whānau in all areas of Oranga Hinengaro (Mental Health) and the Intellectual Disability Service. Kaioranga hauora Māori (Māori health workers) are housed in Te Taiahoaho in the grounds of Wakari Hospital. Contact: (03) 474 7007 extn 55510.

## Meals

- Breakfast: 7:00 – 8:30am
- Lunch: 12:00noon – 1:30pm
- Dinner: 5:15 – 6:30pm

## Newspapers

Most Dunedin wards are visited by a paper seller daily with the *Otago Daily Times*.

## Parking

Free car parking available.

## Security

Security officers patrol the facilities, including car parks on a 24-hour basis.

Entrances are locked from 6:00pm – 7:45am. Use the intercom buttons to gain access.

## Visiting hours

Wards 9A and 10A are by appointment only. All other mental health, intellectual disability (ISIS) visiting times are: 3:00 – 8:00pm or other times by arrangement. Long-term rehabilitation ward: 2:00 – 8:00pm with special arrangements for families, telephone: (03) 476 2191.

Returned Services Association visitors please telephone: (03) 466 4888.

**Dunedin Hospital**  
Great King Street  
Private Bag 1921  
Dunedin 9016  
Telephone: (03) 474 0999

**Wakari Hospital**  
Taieri Road  
Wakari  
Dunedin 9010  
Telephone: (03) 474 0999

**Southland Hospital**  
Kew Road  
PO Box 828  
Invercargill 9840  
Telephone: (03) 218 1949

**Lakes District Hospital**  
20 Douglas Street  
Franktonmail.com  
Queenstown 9300  
Telephone: (03) 441 0015

**E-mail: [contactus@southerndhb.govt.nz](mailto:contactus@southerndhb.govt.nz)**

**Te Whatu Ora**  
Health New Zealand

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