



■ ■ Smoking

We have a smoke free policy at Taranaki Base Hospital. Smoking cessation assistance is available to you if required. Please ask your nurse.

■ ■ Visiting Hours

Visiting hours are from 2pm until 8pm. Please ask your friends and family/whanau to respect our visiting hours so staff can provide you with the care you need and ensure you and other patients have adequate rest.

■ ■ Telephone Calls

Cell phones can be used in the hospital but need to be two metres away from clinical equipment. Please encourage family and friends to contact you on your cell phone as general enquiries to the ward are discouraged. There is a ward phone available for your use if required.

■ ■ Patient Property

Taranaki DHB accepts no responsibility for loss of and/or damage to personal property. Please do not bring valuables to the hospital.

■ ■ Special Requirements

If you have special requirements due to a disability please let us know so that we can work with you to accommodate your needs.

■ ■ Privacy

If you feel there is something you would like to discuss with your nurse or doctor in private, please let us know. We realise it is difficult to maintain privacy when there are others within hearing distance. For more information please refer to the 'Your Rights and Responsibilities' brochure.

■ ■ Discharge

Patients are responsible for organising their own transport home. We aim to have your discharge paperwork completed by 11am.

■ ■ Feedback

If you or your family wish to make a compliment or complaint please fill out a 'How Are We Doing?' form. These are available in each department and can be placed in the box provided or handed to the nursing staff. Alternatively please contact the person in charge or the Customer Services/Privacy Officer on Ext. 8825 or 7823.

■ ■ Advocacy

The Nationwide Health and Disability Advocacy Service is available to you. If you require further information, brochures and contact details are available on the ward.

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Welcome to the Ward



For more detailed information please visit our website.

www.tdhb.org.nz





■ ■ *Nau Mai, haere mai* *Welcome to the Ward*

The staff of Taranaki District Health Board welcome you to our hospital. We are committed to working in partnership with you and your family/whanau to achieve the best possible outcome. Your input and feedback is encouraged.



■ ■ *Patient Safety*

The staff are committed to delivering safe care to you and other patients.

- All clinical staff will clean their hands before they have any contact with you.
- Your wrist band will be checked before any of your medications are given to you.
- Any medication you bring from home will need to be handed to the nurse for safe storage.

■ ■ *Clinical Nurse Manager/Ward Coordinators*

The Clinical Nurse Manager or Ward Coordinators are available to support the nursing staff taking care of you. Please contact them if you have any concerns.

■ ■ *Doctors*

Each team consists of a Consultant, a Registrar and/or a House Officer. Please ask your nurse if you wish your family/whanau to attend a ward round or to arrange a meeting with the doctor.

■ ■ *Nursing Staff*

On each shift you will be allocated a nurse to care for you. Your nurse may be supported by a Healthcare Assistant. You are encouraged to discuss your needs or any concerns with your nurse.

■ ■ *Specialist Nurses*

Specialist Nurses including diabetes, cardiac, respiratory and wound care nurses may be involved in your care.

■ ■ *Case Manager*

A Case Manager may be involved in your care. They will assist in coordinating your care from admission until after discharge.

■ ■ *Allied Health Staff*

The Allied Health Team includes a Pharmacist, Social Worker, Physiotherapist, Occupational Therapist, Dietician and Speech Language Therapist. They may be involved in your care and will provide support for your safe discharge if required.

■ ■ *Trainee Staff*

Taranaki DHB is a training hospital. Please advise us if you do not wish students/trainees to be involved in your care.

■ ■ *Spiritual and Cultural/Whanau Support*

The Hospital Chaplains, their assistants and the Kaumatua, Kaiawhina and the Kai Karakia from the Maori Health Team are available daily to support you and your family/whanau with your spiritual and cultural needs.

