

The Emergency Department is for emergencies only

If you are unwell it's good to think about where the right place to be is

1 2 3 WHERE SHOULD I BE?

SAVE THE EMERGENCY DEPARTMENT FOR EMERGENCIES ONLY

If you are seriously injured or have a serious health concern then the Emergency Department is the place to go.

When you arrive at the Emergency Department you will be triaged by a nurse - if your condition is not urgent you may be asked to wait or advised of other options. There will be a board outlining how long this wait might be depending on the other emergencies that the doctors are dealing with.

Patients are seen by order of priority not arrival times.

ED doctors will treat your condition at the time. You may need to make a GP appointment for any follow up and referrals.

If you need to get to the hospital urgently you should call 111 and answer the questions as clearly as you can.

The Emergency Department is open 24-hours-a-day, seven-days-a-week.

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General Practice

2

After Hours Service

3

Emergency Department

From 1 August 2008 the Hawera Hospital Emergency Department/GP After Hours service is changing. How will this affect you?

Questions and Answers

1. What are the changes happening on 1 August in the Hawera Emergency Department?

The Emergency Department will be for emergencies only. GP and After Hours services will no longer be run from the Hawera Hospital.

2. Why will there be changes to the Hawera Emergency Department?

SouthCare has mutually agreed to end its contract with Taranaki DHB. When you visit an Emergency Department they assess and treat for the urgent problem. Emergency Departments do not provide the same ongoing care that your GP does. It is important that you access the right service at the right time.

3. What will these changes mean to me?

If you present to the Emergency Department and are assessed as having a non urgent condition you may have an extended wait or be advised of other options. You will be assessed and treated for your immediate problem only.

4. What services will I receive at the Emergency Department?

In the Emergency Department you will be treated for the urgent problem you come in with. You will receive appropriate investigations and medication for this urgent problem. Ongoing care will be through your GP or possibly another hospital service.

5. When is it appropriate to attend the Emergency Department?

If it is an emergency you should call 111. If you or your children are unwell and not improving or have worsening symptoms the Emergency Department is appropriate. If you want health advice from a health professional you can phone **Healthline 0800 611 116** for advice.

6. Will I have to wait to be seen?

When you arrive in the Emergency Department you will be assessed and triaged (given a priority to be seen by a doctor) by a nurse – if your condition is non urgent you may be asked to wait. Patients are seen by order of priority not arrival time.

7. Will there be a charge?

No, the Emergency Department service has no charge.

8. Will you be turned away if it is not an emergency?

When you are triaged you will be advised if your visit is not considered urgent. You will be seen but there may be a considerable wait if there are emergency cases to be seen, or it may be more appropriate to see your family doctor. If you need repeat prescriptions or repeat off work medical certificates, this will be best done by your GP, so you will need to plan ahead.

9. Where can I go to see a Doctor or get a prescription filled after hours?

GP Practices in Hawera, Patea and Eltham are open Monday – Friday business hours. There are after hour practices in New Plymouth open 7 days, 08:00 – 20:00. You must plan ahead for routine or non urgent appointments.

Phoenix Urgent Doctors, Vivian St, New Plymouth
Medicross, Egmont Street, New Plymouth
Pharmacies in Hawera, Opunake, Stratford are open Saturday morning

10. What will happen if my GP can't see me when I try to make an appointment?

You must discuss this with your GP or their reception. It is important you tell them why you need the appointment.

11. Does this mean hospital services are being cut?

No, the hospital will continue to provide an Emergency Department service 24 hours per day, 7 days per week. Alternative services for GP After Hours care is the change.

12. How will I know if my condition is urgent?

If it is an emergency you should call 111. If you or your children are unwell and not improving or have worsening symptoms the Emergency Department is appropriate.

Joy Farley
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