WELCOME TO THE CARDIAC SERVICE AUCKLAND CITY HOSPITAL

PATIENT INFORMATION

October 2006

The Coronary Care Unit / Ward 34

This booklet has been designed to answer some of the questions you and your family may have following transfer to our service from your home hospital. As a multidisciplinary health care team we provide excellent, individualised care for people experiencing an acute cardiac event or condition that requires a hospital admission

CCU is located on the third floor (Level 3) of Building 32, Adult Services, at Auckland City Hospital, Park Road. We are situated adjacent to the coffee kiosk on level 3. See map back of booklet.

As you enter the hospital's main entrance off Park Road you are on Level 4. Walk to the public lifts and take the lift down to level 3.

If you enter from the main hospital car park, follow the blue lines to the public lifts. Take the lift to level 3.

Walk around to your right into the main corridor, following signage, CCU/Ward 34 is off to your left at the end of a short corridor.

At the entrance on the wall is an intercom. Follow the instructions by pressing 1 on the intercom. Your call will be answered by staff.

A Waiting room is available outside the unit for whanau and family members.

Fire Policy does not allow sleeping in the waiting room.

ADHB Smoke free policy prohibits smoking in the hospital grounds.

Large numbers of telephone calls take up excessive nursing and clerical time. We ask that you assist us by appointing a family spokesperson responsible for passing on information and progress reports to family and friends.

The privacy act prevents us from passing on detailed information about you or your relative to anyone other than next of kin.

CCU Visiting Hours

Visiting is between the hours of 10 am to 1pm and 3pm to 8pm daily.

The aim of CCU is to provide your family member who needs specialised treatment with the best medical and nursing care.

Therefore we do enforce a no visiting policy between the hours of 1pm to 3 pm daily to allow patients to rest. Lights are dimmed to allow patients time to rest/sleep.

Obviously there are other sick patients in the unit as well as your relative and everyone's' privacy must be respected. We aim to ensure the care of all patients does not suffer as a result of them or others receiving too many visitors

Visiting is usually limited to NOK and close family and friends and no more than two people at a time at the bedside.

Children may visit but must be supervised at all times to ensure they are quiet and do not disturb other patients.

CCU/Ward 34 Contact Phone Numbers

Direct Line 09 375 7040 for all enquiries

Charge Nurse contactable on extension 24349

Clinical Charge Nurse contactable on 24340

Ward Clerk contactable on extension 24340

WARD 31 – Adult Cardiology

Ward 31 is situated on level 3 at Auckland City Hospital (Building 32)

Telephone numbers – 307 4949 Ext 24310 (Main reception)

Visiting hours 11am – 1pm and 3pm – 8pm (Outside these hours at discretion of Charge Nurse)

Ward 31 is a 22 bedded ward consisting of 4 bedded and single bed rooms.

Each room has its own bathroom. At each bedside is an information folder with all general hospital information necessary to help make your stay as comfortable as possible.

On arrival to the ward you will be welcomed by the Ward Clerk and your Nurse who will show you to your room.

Ward 31 has 1 Charge Nurse and a Ward Coordinator to oversee patient care and allocation.

The Ward Clerk is available from 7am – 6pm.

You are able to make short, emergency type local phone calls and toll calls at the Charge Nurses discretion. It is a good idea to nominate a relative to make enquiry calls who may then inform family members about your daily condition and progress.

You will be allocated a Staff Nurse to look after you who will also have 3 or 4 other patients to care for.

The multidisciplinary team of Social Worker, Physiotherapist, Dietician, Occupational Health Therapist, Cardiac Rehabilitation and Nurse Specialists are available to work with your nurse as a team to assist your recovery within the shortest possible time frame.

Cardiology Day Stay Ward 38

We are situated on the third floor of Auckland City Hospital. If you are to come for a pre-admission you will be seen in ward 38. On arrival you will see our ward clerk who will inform the person you are to see that you have arrived. Please bring any X-Rays, CDs or notes you may have from your referring hospital with you, also the medications you are taking. At the preadmission your support person(s) is most welcome to accompany you. Patients who come to ward 38 are usually those who have come from home. Patients who are inpatients in another hospital will be transferred to either ward 31 or our Coronary Care Unit (CCU).

Preadmission involves assessment, further education on your condition and consenting for the procedure this will take around 2 hours. After the preadmission for patients have electrophysiology studies (EPS) or pacing you can return to your motel. If you are having an implantable cardioverter defibrillator (ICD) you may be admitted to either ward 31 or CCU after you preadmission.

Our Contact details are: ph: 09) 3074949 ext 24380 for the ward clerk or

Catherine McInally (Clinical Nurse Specialist) ph: 09) 3074949 ext 24384 or voice message 935843.

Public Toilets

Public Toilets are located on the level 3 main corridor.

Transport

Information on public transport can be obtained from Ride line on phone 366 6400. The link bus service travels in a loop (both clockwise and anticlockwise) around the central Auckland area, stopping outside the hospital on Park Road. It travels every 10-15 minutes and costs $1.50. This will take you to Queen Street, Parnell and Newmarket.

Taxi stands are available right outside level 4 public entrance.

Accommodation

We do not have facilities for relatives to stay overnight within the CCU environment, unless there is an emergency and with prior approval. We do not encourage sleeping in the waiting rooms overnight out of respect for other visitors and families.

There are a number of accommodation facilities close to the hospital and within walking distance.

(1) Te Whare Awhina

This is located on the Auckland City Hospital site operating under Maori tikanga/protocols and is available to whanau/family who meet the entry criteria.

Accommodation is short term and primarily for whanau who live outside of the Auckland region and have a family member in hospital. Patients are not eligible for accommodation. A small fee may be charged if you are not eligible for a Ministry of Health subsidy.

All bookings must be made via a referral the Unit.

The cost is $5 per person, per night for whanau members, $40 per non resident, per night

Cooking, laundry and shared sleeping facilities are provided. Preference is for no children, and is usually limited to two places per family. Preference is given to those outside Auckland area. Please see CCU Clinical Charge or Charge Nurse for referral information.

(2) Huia Residence

Old Staff residence, now privately run.

Situated right next to hospital on corner of Park and Grafton Roads, this is handy and convenient.

$20 key deposit
$40 per night – single room
$50 per night _ double room
$80 per night – self contained room

Shared cooking, dining and laundry facilities available

Bookings essential Phone 09 3771345

(3) Grafton Oaks Motel

Located at 121 Grafton Road, opposite the hospital's main carpark. Grafton Oaks Motel is centrally located with good motorway access and is within walking distance of Auckland City Hospital. All rooms have ensuite, direct dial telephone, colour television and radio, tea and coffee making facilities, refrigerator, central heating, front office open 24 hours , car parking on site, in-house laundry or same day laundry/dry-cleaning available

Breakfast $6/$12 available between 7am – 9:30am, 7 days a week

$50 bond required or credit card details
$75 per night- single room
$80 per night- double room
$ 85 per night – twin share
$90 per night –triple share

(4) City Towers Motel Serviced Apartments

2 Maungawhau Road (off Khyber Pass Road), Newmarket phone 520 6186

$80 a night for up to two people
$10 for extra beds (maximum two beds)

Phone 0800 141415 for bookings

(5) Off Broadway Motel

11 Alpers Avenue, Newmarket, Phone 09 529 3550

Best value for money in the area. Large rooms with a quiet comfortable feel, Fully serviced apartment style rooms.

From the Airport the best way to get here is by a Taxi, this should cost approx $40.00 From North heading south take the Gillies Ave turn off, Turn left into Gillies Ave then first right in to Mortimer Pass, down hill to Broadway and turn right on Broadway, Go about 300mts then turn right at Honda Cars

- ✧ Studio with large Queen sized bed $105
- ✧ Large Studio Unit has Queen Bed and king single, balcony and all amenities $145.
- ✧ Executive suite with single bedroom $185

The rates are subject to change and we suggest one confirms price on making booking.

Further Accommodation listings can be accessed via Yellow pages, internet and the Auckland Visitors Centre, phone 09 979 2333.

Eligibility and Access to Travel and Accommodation Costs

If the patient you are with resides further than 80km away from the hospital, and holds a community services card you may be eligible for a subsidy towards the cost of travel and accommodation from the Ministry of Health.

Application forms can be obtained via the unit's Social Worker. Funding eligibility should be ideally arranged in advance of arriving in Auckland.

Available Facilities and other Services at Auckland City Hospital

- Tea/coffee facilities are available in kitchen at entry of the Coronary Care Unit.
- Food/Drink is available from the vending machines on level 3 and the coffee kiosk level 3.
- On level 5 of the hospital there is a shopping area comprising of several food outlets, a Florist, a Post Shop, Lotto, a Book/Magazine store, a Pharmacy, Dairy and a juice bar.
- ATM machine is also available on level 5.
- Opposite the hospital on Park Road are numerous shops, restaurants, a hairdresser, dairy, and an internet café.
- The thriving shopping area Newmarket is a quick 10 minute walk from the hospital. There is a Woolworth's supermarket in the 277 Broadway complex, or New World Supermarket is located in Victoria Street at the bottom of College Hill, Ponsonby. Both supermarkets are accessible via The Link Bus Service.
- Quiet room (for karakia / prayer) located on level 6
- A Chaplaincy Service is available. The Chapel is located on Level 6.
- Telephones – coin and card phones are available along the level 4 corridor. Portable phones are available for patients to take calls.
- Interpreter Services are available if required. Nursing staff will arrange if necessary.
- Internet Access – Cafes opposite Hospital on Park Road have internet access.
- Kai Atawhai (ACH) service is available primarily for Maori whanau. Please ask nursing staff within the unit.

Discharge

Following your procedure you will be flown back to your referring hospital for ongoing care. There may not be room for your relatives, if more than one patient is being transferred back; therefore will therefore have to make their own travel arrangements.

Feedback

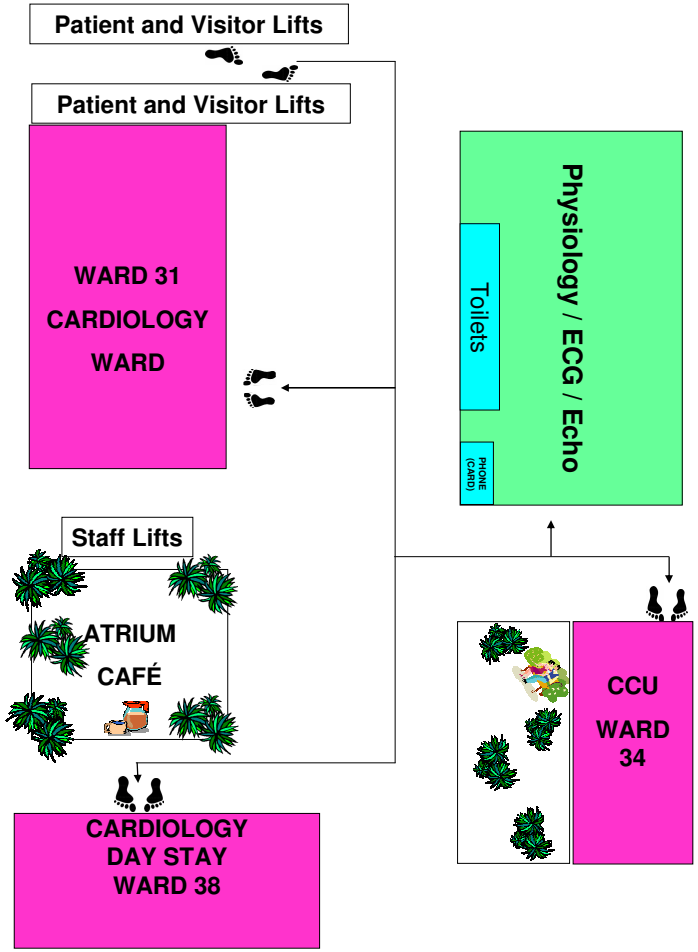
We welcome feedback on our service.

Please feel free to make any comments, suggestions or feedback to our Charge Nurse Manager or Service Manager Cardiac Services:

CCU / Ward 34
Department of Cardiology
Auckland City Hospital
Private Bag 92-024
Auckland 1

We hope that this has answered some of your questions. The Cardiac Services' mission is to provide the best possible care that is efficient, and socially and culturally sensitive. To achieve our purpose, our Unit will:

- Maintain a safe environment.
- Provide excellent individualised, nursing care focused on dignity and privacy.
- Continuously attend to the changing health needs of patients, and family / whanau.
- Inform, educate and initiate rehabilitation for our consumers.
- Reflect a commitment to excellence.
- Recognise and respect the rights and values of individuals, incorporating principles of partnership and informed choice.
- Be leaders in the promotion and participation of cardiac research
- Provide and facilitate ongoing staff education and development.
- Maintain a high standard of professionalism.
- Provide a positive and support environment for you.

CARDIOLOGY DEPT - LEVEL 3

Auckland City Hospital (Entry is on Level 4)