

At the Hospital

Te timatanga

A member of the nursing staff or the ward clerk will welcome you and show you to a room. You will not necessarily be in this room for your entire stay.

To call your nurse

You will always have a nurse assigned to your care. If you need help, ring your nurse by using the call button located on a panel behind your bed head.

Identification bracelet

Always keep your identification bracelet on while in hospital. If it is removed for any reason, please tell your nurse immediately.

Information

Written information about your particular condition may be available. Please ask the nursing staff.

Meal service

A menu is provided each day for you to select your meals for the day ahead. Our nursing staff are happy to discuss any questions you may have about your diet or specific menu requests. If you need a special diet due to religious, ethnic or personal preference - for example if you are vegetarian or vegan - your nurse or ward clerk will arrange for the dietitian to discuss your needs with you. For relatives or friends visiting or staying at the hospital, food is available from the hospital cafeteria located on the lower ground floor, or Cafe Ritazza which is located on the ground floor. Food vending machines are available on both floors.

A general guide to meal times:

- Breakfast is between 7.30 and 8.30am
- Morning tea is from 10.00am
- Lunch is between 12.00 and 1.00pm
- Dinner is between 5.00 and 6.00pm

Most wards have coffee and tea making facilities for patients to use. Check with your nurse. Biscuits of your own may be kept in an airtight container unless you are on a special hospital diet as part of your treatment.

Smoking

Whangarei Hospital grounds and premises are Smokefree at all times.

Please tell your nurse if you are a smoker as soon as practicable after admission, so if assistance is requested it may be offered by referral to Northland DHB's 'Quit Coach'. No drugs or alcohol may be consumed on the premises.

Leaving the ward

Please do not leave the ward, other than for things like medical tests, without first checking with your nurse. To ensure you get proper care, we need to know where you are at all times.

Meals on Wheels and home help

If you have been using Meals on Wheels or other home help services please ask a nurse to cancel them while you are in hospital.

Laundry

While you are in hospital please arrange for a friend or relative to do your personal laundry. Contact the ward nurse manager if you do not have anyone who can help you.

Reading

The Red Cross library visits once a week to distribute reading material. Please leave all borrowed books with the ward clerk when you are discharged from the hospital. The NZ Herald and the Northern Advocate are available from Cafe Ritazza on the ground floor.

Flowers

Your flowers will be delivered to you as soon as they arrive.

Telephones

Card operated phones are available in the main foyers. Phone cards may be purchased from Cafe Ritazza on the ground floor. Other ward telephones are not available for personal use unless indicated by staff.

Mail

Mail is delivered to all wards from Monday to Friday. Stamped outward mail may be given to your nurse or ward clerk for posting. A NZ Post box is located by the Emergency Department entrance. Incoming mail should be addressed as follows:

Your Name, Ward Number, Whangarei Hospital, PO Box 742, Whangarei

Emergency procedures

Our staff are fully trained in the safety procedures necessary to cope with emergency situations. In the event of an emergency please stay by your bed until a staff member tells you what to do.