

# Allied Health Outpatients - Physiotherapy

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Nau mai, haere mai ke te Allied Health Outpatients – Physiotherapy

## Welcome to Allied Health Outpatients - Physiotherapy

You have been referred to us for assessment and treatment.

Our staff are committed to working in partnership with you to achieve the best possible outcome and an important part of this is embracing your individual holistic and cultural needs. We strive to incorporate and recognise Taha wairua (spiritual health), Taha tinana (physical health), Taha whānau (family health), Taha hinengaro (mental health) as fundamental parts of our Physiotherapy practice. We welcome you to share with us what is important to you and your culture, and how we might be able to include this in your care in a way that is meaningful to you.

During your assessment we will have a conversation about your current condition and medical history to find out what it means to you. This will help you and your physiotherapist work together to decide the best course of management for you.

Please bring along any important information about your referral such as a list of your current medications, previous investigations such as X-ray reports, and/or any Accident Compensation Corporation (ACC) documentation, if you have it.

A physical assessment, relevant to your condition may be useful/needed. You may be asked to remove some of your clothing so that the physiotherapist can see or examine the affected area more easily. If you are not comfortable with this then please don't hesitate to let us know. Otherwise please wear comfortable, loose fitting clothing (if you have a leg or lower back problem please wear shorts or a skirt) and supportive, comfortable footwear.

After your assessment, you and your Physiotherapist will develop a treatment or management plan to help you meet your goals.

If, during your assessment or treatment, you feel uncomfortable with a question or request, please tell us at the time.

You are welcome to bring a member of your whānau/family with you.

If you need an interpreter, we will aim to identify this as soon as possible and will arrange one for you. If you have a family member who can contact us or interpreter for you, please encourage them to let us know.

## Appointments

### In order for us to achieve the best possible outcomes:

Please allow up to an hour for your first appointment/assessment. Assessment for pulmonary (breathing) rehabilitation, vestibular (dizziness), and lymphoedema (swelling) may take up to 90 minutes.

Follow up treatment sessions will generally be for 30 minutes. If you are booked into a class session, these usually run for 60 minutes.

Appointments are available in a variety of modes, for example: Zoom, telephone, face-to-face or group classes. If you have concerns about attending in person or on Zoom, or would prefer to use Zoom, please let us know.

If you are unable to attend your appointment, please let us know (see your appointment letter for our contact phone number).

**Please note:** you may be discharged back to the care of your doctor (GP) if you do not attend, and have not contacted us prior to your appointment.

## Length of treatment

This will depend on what your physiotherapist feels is necessary and appropriate and the goals that you set together. Unfortunately **we cannot provide an ongoing or maintenance based service**. The aim of our service is to provide you with the knowledge and tools to heal and recover independently. While you may not be fully recovered at the time of discharge, your Physiotherapist will work with you to ensure you can continue to do this on your own.

## Physiotherapy students and Therapy Assistants

Student and therapy assistants are an integral part of our team and service. We pride ourselves in being mentors and educators to our physiotherapy students and therapy assistants and will discuss at the time of your appointment/booking how they will be involved in your care.

## Continuing your treatment at home

Between your appointments you need to follow any advice and do any exercises given to you by your physiotherapist. It is very important to do them regularly, as this is the best way to achieve your goals.

## Confidentiality

All information obtained and documentation made during your assessment and follow up treatments will remain confidential. We will ask your permission before giving any information to a third party, for example ACC.

We are available to talk to you about any aspect of your care – please ask if you need more information or support.

## Contact Details:

Hours: 8.00am to 4.00pm Monday to Friday (excluding public holidays).

**\*\*If you reach us outside of our usual business hours, please leave a detailed message on the answering phone, by stating your name, NHI number, and a brief message on why you are calling. We will respond to your message as soon as possible.\*\***

Please see your appointment letter for the contact phone number.

Car parking fees apply at North Shore and Waitākere hospitals. Charges vary depending on the length of stay. Please refer to the car parking signage around both hospital campuses.

## Finding us: Allied Health Outpatients – Physiotherapy

**Please see your appointment letter for information about the location of your appointment**

### Waitākere Hospital

Entrance F,  
Waitākere Hospital  
55-75 Lincoln Road, Henderson

### North Shore Hospital

Entrance 3  
North Shore Hospital  
Shakespeare Road, Takapuna

## Some of our clinics run out of satellite clinics

### OA&HH Community Outpatient

Entrance 5,  
9 Karaka Street  
Takapuna, Auckland

### OA&HH Hibiscus Coast Clinic

Community Health Centre  
136 Whangaparaoa Rd, Red Beach  
Whangaparaoa Peninsula

### Health New Lynn

Level 2 Totara Building  
1 McCrae Way, New Lynn