

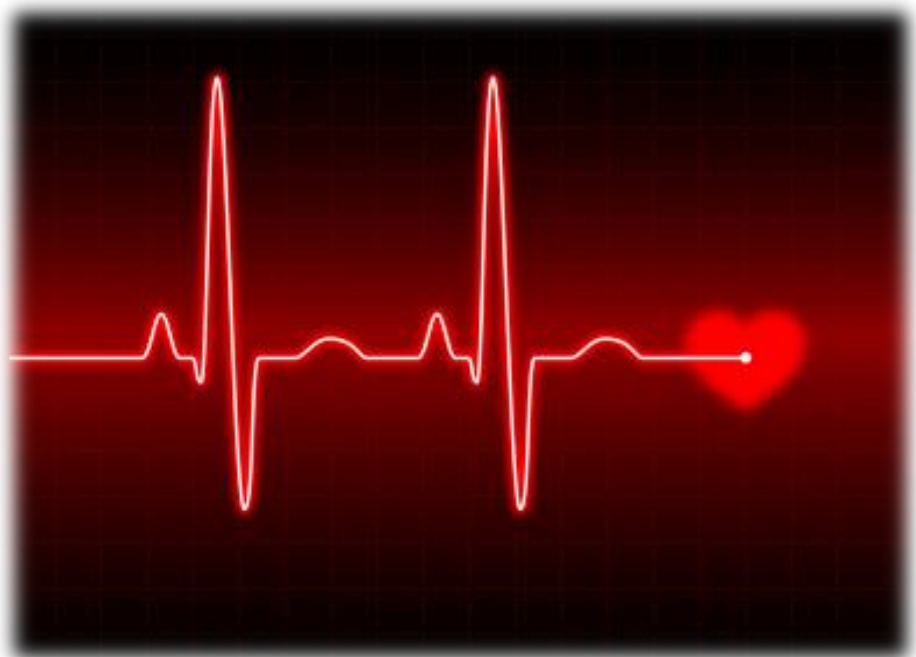
Welcome Haere Mai to Ward 34/CCU

Coronary Care Unit
Patient & Visitor Information

Your Charge Nurse is:

Kim Marshall

Your Cardiologist is:



This booklet is a guide for patients admitted to CCU/Wd34 and their relatives or carer.

If you have any questions or concerns please ask any of the staff involved in your care.



If you have any questions please do not hesitate to ask anyone on the ward team.

Ward contact details:

Ward 34 – Coronary Care Unit

Level 3

Building 32

Auckland City Hospital

2 Park Rd,

Grafton,

Auckland 1023

Hospital: (09) 367 0000

Ward 34 Extn: 24340

Direct Dial: (09) 375 7040



Our visiting hours are 11.00am-1.00pm & 3.00pm-8.00pm



- ▶ We welcome whānau/ family as partners in your care. Your nurse will discuss with you how much you would like your family to be involved in your care. Overnight stays on the ward are only possible in rare circumstances, please speak to the Clinical Charge Nurse or ward coordinator
- ▶ Visiting outside of these hours can be arranged with the Charge Nurse or Ward Coordinator.
- ▶ We encourage your family and friends to visit, but please ensure you are able to have periods of rest. Nurses can assist you to limit visitors if required.
- ▶ We understand it is important for children to visit their relatives in hospital but please consider other patients. Children under the age of 14 years must be accompanied by a responsible adult.
- ▶ If you are in a shared room, visiting family members may be asked to leave the room whilst other patients in the room are being seen by the doctor.
- ▶ Tea, coffee and filtered water is available in the ward kitchen
- ▶ There are shops on the 5th floor of the hospital. Including Muffin Break, pharmacy, florist, post shop. Along with an ATM, coin phones and internet connection
- ▶ Public toilets are located in the main corridor. Visitors please do not use the bathrooms in the patient rooms.



- ▶ Violent or abusive behavior to patients or staff will not be tolerated anywhere in Auckland City Hospital.



Accommodation for relatives

Accommodation for out of town relatives is sometimes available at the hospital in Te Whare Āwhina. Please ask the Ward Clerk for information about accommodation for out of town relatives available at the hospital or nearby hotels and motels.



Information and confidentiality

Families should appoint a spokesperson to be responsible for passing on information to family and friends. Patient confidentiality prevents us giving anything more than general information over the telephone. Arrangements can be made for family members to meet with the doctors by speaking to the Charge Nurse or Ward Coordinator.

Photographs

If you or one of your visitors wishes to take a photo of you whilst in hospital please make sure you don't get any other patients or staff in the background without asking permission first.



Infection control

If you have been nursed in another hospital or residential care facility in the last 12 months, there are routine procedures we follow on admission to reduce the risk of spreading infection. Your nurse will discuss these procedures with you on admission.



Charges for health care

All patients must prove their eligibility for publicly funded treatment. Where emergency care is required, eligibility for publicly funded health care may be established after treatment.



Hygiene

The nursing staff will help with your hygiene needs whenever necessary. You can expect to be offered a shower or a wash daily. We will supply towels and liquid soap for showers. Please ask your nurse if you need personal supplies such as toothbrush, toothpaste or comb.



Shift hand over

The nurses shift handover times are 7am and 7pm.

At the start of each shift we have a bedside nursing hand over where your nurse coming on duty will introduce themselves, and discuss and plan your care.

You are welcome to ask your whānau/family to take part in your hand over. If you are in a shared room family members will be asked to leave the room whilst other patients hand overs are taking place.



Meals

Meal times are approximately: Breakfast 8am, Lunch 12.30pm, and Dinner 5.30pm. Special diets such as, diabetic, vegetarian, dairy and gluten free can be catered. Please speak to your nurse if you need a special diet arranged, or you need help completing your menu card. The menu card you complete today is for tomorrow's meal.

Footwear

We promote your independence, where possible, to help you return to your best possible state of health. Please help us to keep you safe by wearing slippers or shoes with non-slip soles when walking around the ward.



Medications

Please give any regular medications (tablets, medicines, inhalers etc.) you have with you to your nurse so that they can be put into safe keeping in the medication room. Your usual medications may be changed while you are in hospital. Using only hospital provided medications helps to prevent medication errors. Your medications will be returned to you on discharge. Your ID wristband will be checked whenever you are given medication.



Valuables

The safest place for your valuables is at home. We cannot take responsibility for patient property and valuables brought into the hospital. We recommend that you keep only small amounts of cash with you on the ward. If you have large amounts of cash or valuables please send them home with a whānau/family member. If this is not possible small valuables can be kept in the security safe. Please speak to your nurse or the Charge Nurse.



Your feedback

We aim to continuously improve the service we provide to you and your whānau/family. Please tell us if there are things we could do better and if there are things you think we did well. You can do this by speaking to your nurse or the Charge Nurse. Please inform the ward clerk of your email address and a satisfaction survey will be sent to you. A leaflet is available, describing 'Your Rights' as a patient in hospital.

Or email our Consumer Liaison Team on:

feedback@adhb.govt.nz

or write to them:

**Consumer Liaison Team,
Auckland District Health Board,
Private Bag 92024, Auckland**



Local Heroes

If you see or experience a member of our team going above and beyond to provide the best care for yourself or others consider taking a few moments to nominate them as a **local hero**.

You can nominate your **local hero** by completing the online form on the Auckland DHB website. Or pick up printed nomination card from the ward reception area.

Everyone who is nominated as a **local hero** will receive a thank you card from our Chief Executive on your behalf. Each month, we will look at all the nominations received and from those we will select one person to receive a special award.



Discharge

On the day you are due to leave hospital your nurse will discuss with you the likely time we will aim to discharge you by. You will be provided with a discharge letter outlining your stay in hospital and what treatment is needed once you leave. You will also receive a prescription for any medication and details of follow-up care.

Transition Lounge

The Transition Lounge is an area where you can wait for discharge paperwork and for your transport home. It provides comfortable reclining seats, refreshments, TV, phone, magazines and experienced nurses who are able to help with medications and supervise your care. The Transition lounge is located on level 5 close to the shops and provides easy access for pick up from Car Park A. It is open 9am to 7pm.



Smokefree

Auckland City Hospital and grounds are smokefree. Please ask your nurse or doctor if you require support to quit smoking or require nicotine replacement therapy during your stay in hospital.

Drugs and Alcohol

Alcohol and recreational drugs are not permitted in Auckland City Hospital. Please ask your doctor or nurse if you require support to manage an addiction while you are in hospital.

- ▶ **Doctors:** provide 24 hour medical care for patients and are involved in discharge planning. You will be seen by a doctor each morning who will discuss your progress with you.
- ▶ **Nurses:** provide 24 hour nursing care for patients and their families. They provide support, advice, education, and day-to-day care. Nurses also assist in referrals and work with other team members to promote optimal independence and function for each patient.
- ▶ **Clinical Nurse Specialists:** provide support for a variety of different patient groups including those having cardiac intervention, pacemakers, EP studies or patients with congenital heart disease as well as those who have undergone heart transplant surgery or who have heart failure.
- ▶ **Physiotherapists:** teach chest clearance techniques, provide patient education and promote mobility.
- ▶ **Occupational Therapists:** assess patient's participation in daily activities and provide education and essential equipment to help patients with their independence and safety at home.
- ▶ **Pharmacists:** ensure that the correct medicines are prescribed for you. They are able to provide advice to you and your family on your medicines.
- ▶ **Social Workers:** offer support and counseling. They can help with ACC, WINZ, housing issues, loss of income issues and community support services on discharge.
- ▶ **Speech Language Therapists:** assess patients with communication or swallowing difficulty and provide therapeutic intervention and support to patients and families.
- ▶ **Dietitians:** provide nutrition and dietary advice to patients and their families.
- ▶ **Ward Clerk:** will welcome visitors to the ward, organise outpatient appointments, answer the telephone and arrange interpreters.
- ▶ **Kai Atawhai:** provide a support network for Māori patients and their whānau.
- ▶ **Pacific Family Support Unit:** provides a support network for Pacific Island patients and their families.
- ▶ **Hospital Chaplain:** provides pastoral care to all patients. Sunday communion is available in the hospital chapel and on the ward for those who are unable to attend Sunday service. The Chapel is located on level 6 close to the main lifts.

If you would like to speak with one of the members of the team, please ask your nurse or ward clerk to arrange a time for this.

What you can expect during ward rounds on CCU/Ward 34

Every day that you are here in CCU you will be visited by doctors on their ward rounds.

Your ward rounds occur daily between _____

Your consultant is _____

Ward rounds are your opportunity to meet with the senior doctor to discuss your medical care. Also attending are the registrar, junior doctor(s), nursing coordinator, your nurse and other support services (as required).

What can you expect to be covered during the Consultant Ward Round?



- The Consultant will introduce themselves and the team

They will:

- ▶ Explain what is happening
- ▶ Assess your symptoms
- ▶ Listen to your concerns
- ▶ Discuss any tests that you need to have
- ▶ Discuss the results of tests you have already had
- ▶ Talk to you about what is wrong with you (your diagnosis)
- ▶ Discuss your options for treatment and agree to a treatment plan with you
- ▶ Discharge planning including the likely day of your discharge
- ▶ Discuss what support is available to you within the hospital and when you are discharged
- ▶ Discuss how to manage your symptoms (including pain and breathlessness)
- ▶ Discuss your medications
- ▶ Recommend positive lifestyle changes if necessary
- ▶ Answer any questions you may have.

We are aware that you and your family may have many questions for the consultant. It is often hard to remember them during the ward round so we encourage you to write down any questions you might have in advance on the back page of this booklet. Your nurse can assist you with this to ensure you get the most out of your discussion. We also encourage you have a support person or family member attend the ward round.

Interpreter

A free interpreting service is obtainable from Mon to Fri, 8am to 4.30pm. If you need an interpreter please inform your nurse or the ward clerk and specify the language you speak.

I need an interpreter

I speak:

Māori Reo Māori Kei te hiahia kaiwhakamāori au. He kōrero Māori kē au.	Samoan Gagana Samoa 'Ou te mana'omia se fa'amatala'upu. 'Ou te tautala i le gagana Samoa.	Tongan Lea Faka-Tonga 'Oku ou fiema'u ha taha ke fakatonulea. 'Oku ou lea faka- Tonga.	Mandarin 中文(普通话/国话) 我需要一位翻译员。 我说普通话(国话)。 我说国话。	Cantonese 中文(粤语) 我需要一位翻译员。 我说粤语。	Albanian Shqip Une e flas gjuhen shqipe. Kam nevojë për përkthyes.	Cook Island Maori Reo Maori Kuki Airani Ka inangaro tangata uri reo au. E tuatua reo Maori Kuki Airani ana au.	Tuvaluan Tino Tuvalu E manako gina ne au se tino fuli pati ki te gana Tuvalu. Au e faipati faka Tuvalu.	Korean 한국어 통역을 불러 주십시오. 저는 한국 사람입니다.
Thai ภาษาไทย ฉันต้องการล่าม ฉันพูดภาษาไทย	Japanese 日本語 通訳が必要です。 日本語を話します。	Khmer ខ្មែរ ខ្ញុំត្រូវការអ្នកបកប្រែ ខ្ញុំនិយាយភាសាខ្មែរ	Lao ພາສາລາວ ຂ້ອນຕ້ອງການນັກປ່ອຍ ພາສາລາວ	Vietnamese Tiếng Việt Tôi cần một dịch giả Việt. Tôi nói tiếng Việt.	Myanmar (Burmese) မြန်မာ ကျွန်ုပ်တို့ ဝ	Croatian Hrvatski Trebam tumača. Ja govorim hrvatski.	Bosnian Bosanski Trebam prevodioca. Ja govorim bosanski.	Serbian Српски Потребан ми је преводилац. Ја говорим српски.
Spanish Español Necesito un intérprete. Hablo español.	Russian Русский Мне нужен переводчик. Я говорю по-русски.	Ukrainian Українська мова Мені потрібен перекладач. Я розмовляю по-українськи.	Farsi فارسی من به یک مترجم احتیاج دارم. من به زبان فارسی صحبت می‌کنم.	Dari دري من يك مترجم لازم دارم. زبان من دري است!	Arabic عربي أنا بحاجة إلى مترجم. أنا أتكلّم العربية.	Kurdish کوردی من وه رگهه نه وه من به گوردی فسه نه که ه	Somali Soomaali Waxaan u baahanahay Turjubaan. Waxaan ku hadlaa Afrika Soomaaliga !	Pashto پښتو زه يوه ژباړونکي ته اړه لرم. زما مورني ژبه پښتو ده
Punjabi ਪੰਜਾਬੀ ਮੈਂ ਇੱਕ ਅਨੁਵਾਦਕ ਚਾਹੁੰਦਾ ਹਾਂ। ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।	Bengali বাংলা আমার একজন মোহাযী প্রয়োজন। আমি বাংলায় কথা বলি।	Hindi हिन्दी मुझे अनुवादि की जरूरत है। मैं हिन्दी बोलता/बोलती हूँ।	Urdu اردو مجھے ترجمان کی ضرورت ہے۔ میں اردو بولتا / بولتی ہوں۔	Sinhalese සිංහල මට නෙක පරිවර්තක ඉඩෙය.	Gujarati ગુજરાતી મને કુશળિયાની વ્યવ જો કે.	Tamil தமிழ் எனக்கு ஒரு மொழி பெயர்ப்பாளர் தேவை. நான் தமிழ் பேசுகிறேன்!	Nepalese Malai yek jana dobhase chahiyo. Ma nepali bhasa bolchhu.	New Zealand Sign Language

Planning to go home to Northland

NORTHLAND DISTRICT HEALTH BOARD
Te Pouiri Hauori Ā Rohi O Te Tai Tokerau



Weekday shuttle service

Between Whangarei and Auckland hospitals



A shuttle service runs between Whangarei and Auckland Hospitals Monday to Friday (except public holidays). If you need to use the shuttle to get home please speak to one of the nursing team and make sure a place has been booked for you.

The shuttle is available if you need to come back to Auckland for an outpatients appointment. If you need to use the shuttle service please make sure you book ahead. You can do this by telephoning 09 430 4101 ext 7405 or 8716. Make sure you have your appointment time and date ready when you book.



- ★ Main Entrance
- P Public Parking
- SP Staff Parking
- SP Staff Shuttle
- BUS Public Bus Stop
- TAXI Taxi Stand
- Traffic Lights
- Emergency Department

- A Auckland City Hospital Entrance A
- B Auckland City Hospital Entrance B
- C Starship and Auckland City Hospital Entrance C
- D Starship and Auckland City Hospital Entrance D
- E Staff Cafeteria - Shops and Retail (Level 5)
- F Transition Lounge (Level 5)
- G Children's Emergency Department & Adult Emergency Department

Legend

01	Auckland City Hospital Support Building
02	Starship Children's Hospital
06	Central Plant
07	Support Services
08	Regional Cancer and Blood Services
09	Pharmacy Aseptic Production (PAPU)
11	Ronald McDonald House
13	Clinical Engineering
15	Fraser McDonald Unit/Creche
21	Supply Store, Clinical Records
30	Te Whare Awhina - Accommodation Unit
31	Lab PLUS and Mortuary
32	Auckland City Hospital - Main Building
33	Carpark B (helipad carpark)
35	Te Whetu Tawera - Acute Mental Health Unit
37	Carpark A
43	Marion Davis Library
56	Haemodialysis

[illegible]