

## Access to the North Team Offices

Please see diagram on the front cover of this handout

Entry to our department is on the first floor of the Fraser Building and is clearly signposted. There is no lift access, should you be unable to use the stairs please use the intercom located at the bottom of the stairwell. A staff member will respond and provide access to a ground floor interview room where your appointment can take place.

## Research Opportunities

Occasionally you may be approached to be involved in a research project. You have the right to choose if you wish to participate.

## Feedback

If you have a complaint or compliment about the service you are receiving please contact:  
Your key worker or the team manager or

Patient Affairs (03) 470 9534 or  
[feedback@southerndhb.govt.nz](mailto:feedback@southerndhb.govt.nz)

Health & Disability Advocacy Service South Island  
Phone: 0800 377 766 or [www.advocacy.org.nz](http://www.advocacy.org.nz)

## Contacts

### North Community Mental Health Team

**Address:** 154 Hanover Street  
Dunedin 9016

**Phone:** (03) 470 9429

**Freephone:** 0800 44 33 66

**Facsimile:** (03) 470 9057

**E-mail:** [northcmht@southerndhb.govt.nz](mailto:northcmht@southerndhb.govt.nz)

**Web:** [www.southerndhb.govt.nz](http://www.southerndhb.govt.nz)

If you are in a crisis and need urgent assistance please phone the Emergency Psychiatric Service (Otago) who provide 24 hour a day, 7 days a week service on:

**0800 467 846**

## Mental Health, Addictions and Intellectual Disability Service

### North Community Mental Health Team



### Information for New Clients to Our Service

Monday to Friday

8:30am – 4.30pm

*'Better Health, Better Lives, Whānau Ora'*

## North Community Mental Health Team (Otago)

**Staff** of the North Community Mental Health Team provide assessment and treatment to people with a range of moderate to severe mental health disorders.

We work with families (whanau), significant others, GPs, and other services who support people in the community.

### The team includes:

- Registered nurses
- Psychiatrists
- Clinical psychologists
- Social workers
- Occupational therapists
- Dietitian
- Needs assessor
- Clerical support staff
- Team manager

Once your referral has been received and accepted you will be informed of the clinician/s working with you. Who you see is dependent on what your treatment needs and goals are. Should you be allocated an outreach worker, they will discuss with you where appointments will occur. Appointments can be arranged at outlying clinics, or onsite at the North Team. Your family (whānau), or another support person are welcome to attend your appointments if you wish.

The staff will carry out an assessment with you and give advice on what treatment will be available to you to assist you in your recovery. The care and treatment is collaborative and usually time-limited. Regular review of progress and goal achievement will occur between you and your case manager, with a discharge plan for transfer back to your GP or referrer.

We encourage you to ask any questions you have related to your assessment or treatment. Part of our role is to ensure that you are well informed about all aspects of your assessment and treatment. You will be told about the risks and benefits of any proposed treatment before it is started. If you need independent support in relation to this or any other matter, a range of people and services are available to you. These include patient advocacy and support services, your whānau or chosen personal representative.

### Prescriptions

Prescriptions for medication will only be provided if you have been attending your appointments regularly. Requests for repeat scripts may take several days to complete, so please ensure you do not make last minute requests.

### Interpreter Service

If English is not your preferred language, we are able to access interpreters for most languages. We can request a sign language expert for those who need this. Please

let the reception staff or your case manager know so they can organise for an interpreter to help where needed.

### Attending Scheduled Appointments

It is very important that you attend all your scheduled appointments. If you can't attend for some unavoidable reason, please contact our reception staff as soon as possible. This will allow your appointment time to be offered to someone else and enable us to reschedule a new appointment for you, as available. If you do not attend two or more appointments without good reason, you will be considered for discharge.

**Please** note that this is a teaching Hospital therefore students may be present when you are seen. If you prefer that students are not present at your appointments please advise the reception staff when you arrive at the department. Prior to any planned home visits, you will be asked for your permission for students to attend.

**We look forward to assisting you through your journey to recovery.**