

Allevia
Kensington
Hospital

**All you need
to know
about your stay**



A better health journey
alleviakensington.co.nz



Welcome Nau mai, haere mai

At Allevia Kensington Hospital, we care for the Northland community. Our skilled and compassionate team are here to support you through your hospital journey, delivering care in modern, purpose-built facilities. It's this blend of clinical excellence, genuine warmth and local commitment that makes all the difference.

Going to hospital can be daunting, so please take the time to read all the enclosed information as it is designed to ensure you are aware of what to

expect throughout your hospital stay. Ask a friend or whānau member to read it too. We want your time with us to meet your expectations and our high standards.

If you have any queries about your upcoming admission or require further information, this is available on our website, via your Personify Care account or alternatively, phone our reception.

Because *A Better Health Journey* for you, is what matters the most to us.

Privacy

Under the provisions of the Health Information Privacy Code 2020 there is a requirement for us to collect and store information about each patient to help provide good and safe treatment. It is mandatory for us to send certain health information to other organisations such as the Ministry of Health.

Your medical records will be kept secure and only be accessed by authorised personnel. By law we must retain your health records for ten years. You, as a patient, have the right of access to your notes during this time.

Requests for access to your notes should be made via our Reception.

Taking photos, videos or audio recordings

During your visit, we kindly ask that you do not take photos, videos, or audio recordings inside the hospital. This helps us protect the privacy of all patients, visitors and staff.

Your rights

As a health consumer you are protected by the Code of Health and Disability Services Consumers' Rights. You will find more information about this at hdc.org.nz and throughout the hospital. We encourage you to be actively involved in decisions about your care and will keep you fully informed at all times.

Advocacy

Access to the Health & Disability Advocacy Service, a free and confidential service, is available by calling **0800 555 050** or visiting advocacy.org.nz

Hospital information

Hospital entry and parking

Our reception, inpatient suite (ward) and day stay pick-up are located off Kensington Avenue.

There is accessible parking and a drop-off zone in front of reception. Additional parking can be found to the right of reception along the side of the building. Parking on the surrounding streets is free with unlimited timeframes.

Wi-Fi access

Free Wi-Fi is available for all patients and visitors.

Information with login details are available around our site for your convenience or you can ask a member of our team.

Newspapers

The New Zealand Herald is available daily.

In-room television

Enjoy your own television in the inpatient suite rooms and some of our wait bays.

Visitor information

- Visiting hours are between 8am–8pm or by special arrangement
- We offer complimentary tea, coffee and hot chocolate
- Patients staying overnight can be contacted by phoning:
☎ 09 437 9080 extension 711

Physiotherapy

Your surgeon will request this if necessary.

The service is provided by independent contractors and is invoiced separately. If you require information regarding the cost of this service, please check with the physiotherapist or your nurse.

If you require ongoing physiotherapy after you return home, our physiotherapists can arrange a referral to a local physio or one of your choice.

Support services

Your admission form has an area for you to provide details on any cultural, spiritual or communication needs to help us prepare for your hospital admission.

Nearby facilities

- Kensington Pharmacy is within walking distance of the hospital. Please note, the cost of your discharge prescriptions is not included in your hospital account. The pharmacy will charge you directly at time of collection.
- Supermarkets and takeaways are available close by.
- There are a number of motels close to Allevia Kensington Hospital. If you require assistance regarding accommodation, please contact us.

Before your admission

Patient admission form – online process

Personify Care allows you to complete your admission form electronically and easily communicate with our nurses.



- To get started, scan the QR code. Alternatively, visit www.alleviakensington.co.nz/personifycare
- Follow the steps to register and setup your account.
- Remember your log in and password details for future use.
- In Personify Care, you will have tasks to complete including filling out your admission form.

Once you have completed these tasks, our admissions team will contact you via Personify Care to provide you with further information, questionnaires and essential instructions leading up to your procedure date.

You can return to Personify Care at any time by visiting our Allevia Kensington Hospital website and clicking 'Patient Login'.



Need help?

In Personify Care, click the chat icon for help with your registration or login, or alternatively contact our reception.

Our admissions team will contact you via Personify Care or phone to provide you with essential instructions.

Patient admission form – paper process

If you would prefer to complete your admission form via our paper process, please contact our hospital reception to request a copy or download this from our website.

Completed paper admission forms can be returned in one of the three following ways:

1. Scan and email them to our reception team at reception@alleviakensington.co.nz

Please remember to bring the original forms with you on your admission to the hospital.

2. Deliver them in person to reception during our opening hours.

3. If 14 or more days before the procedure date, post to:

Allevia Kensington Hospital

Attention: Reception
PO Box 8122
Kensington
Whangārei 0145

Fasting

An admission nurse will contact you, via Personify Care or phone, to provide clear instructions on when to stop eating and drinking so you are ready for your procedure.

For your safety during general anaesthesia or sedation, it is important that you follow these fasting guidelines. However, if your surgeon or anaesthetist provides individual instructions and you are unsure, please contact our nursing team.

Admission time

Arrival times are not set until approximately three days prior to your procedure.

- **If you completed an online admission form via Personify Care**, you will receive a message to log in and view your time along with other relevant information.
- **If you completed a printed admission form**, an admissions nurse will call you to advise of your time and relay other important information.

Day of procedure

Your specialist's instructions

It's important to follow any pre-surgery instructions from your surgeon and anaesthetist, especially any around medication and fasting (eating, drinking or chewing gum).

Prior to coming to hospital

Please:

- Shower and wear clean clothes
- Do not apply makeup or moisturiser
- Remove jewellery where possible.

What to bring

All patients

- Any personal aids:
 - Walking stick or frame
 - Hearing aids, plus a battery
 - Glasses and case or contact lenses
 - Dentures
 - CPAP machine.
- Additional items:
 - Books, magazines, writing material and puzzle books
 - Personal entertainment devices and charges – mobile phone, tablet and headphones.

Please ensure your mobile phone ringtone is on vibrate or preferably silent.

Inpatient – overnight stay or longer

- Medicine or prescription, herbal remedies or supplements you are currently taking in their original container/packaging.
- Clean comfortable clothes to go home in, appropriate to your procedure.
- You might also like to bring:
 - Nightwear
 - Dressing gown
 - Slippers or footwear
 - Personal toiletries
 - Your pillow

Children

We aim to make your child's stay as comfortable as possible.

Here's what to expect and how you can help:

- **Parent/carer stay:**
A parent or carer may stay overnight.
- **Anaesthetic support:**
We encourage a parent or carer to be with your child as they start their anaesthetic.
- **Other children:**
We recommend not bringing other children on the day. If unavoidable, please arrange for another adult to help.

What to bring:

- A favourite toy or comfort item
- A spare change of clothes
- Nappies and changing supplies
- Any special food or drink your child may prefer after the procedure (food/light refreshments will be provided)

We encourage you to contact us if you have questions about your child's procedure or stay.

On arrival

- When you arrive, please report to reception. We will check your personal details, after which you'll be collected by an admissions nurse.
- There may be a wait between your arrival and going into theatre – this is so our staff can prepare you for procedure and leave time for consultation with your specialists.
- If you have any questions or concerns, please raise these with your nurse.

Consent

Once you have been admitted, your surgeon and anaesthetist will explain the procedure, anaesthetic and get your written consent.

If you are unsure about the procedure you are having, please contact your surgeon to discuss further.

After your procedure and discharge

Day stay patient

After your procedure and initial recovery, you will be moved to our Day Stay area with reclining chairs where you will be provided with light refreshments.

When you are ready to leave, your nurse will discuss any follow-up care and confirm your discharge plan.

If you have had a general anaesthetic, sedation or eye procedure, you will need a **responsible adult** to drive you home and to stay with you for at least 24 hours following your procedure.

Overnight stay

After your procedure and initial recovery, you'll be settled in a room in our inpatient suite.

Your surgeon or nurse will advise you of what to expect over the coming days as you recover. You'll receive full information on what to do when you get home, any necessary follow-up appointments, on-going treatment or medication.

Meal service

Choose from a selection of delicious meals from our daily menu. We offer gluten free and vegetarian options.

If you have any dietary needs, your admission form has an area for you to provide details. We also encourage you to discuss any special requirements with our catering team.

Discharge time

Our discharge time is 10am. Please discuss any concerns regarding your discharge time with your nurse. Should you request a later discharge time, there may be an additional fee.

Equipment at home and additional services

Basic equipment, such as crutches and/or a raised toilet seat, will be provided if required. Please let us know if you think you will require additional equipment to ensure your safety at home following discharge.

Referrals to support services will be made in line with the service providers' criteria and according to your individual needs.

Equipment providers

- NorthAble Matapuna Hauora:
Disability Support Services
☎ 09 430 0988
- Unichem Buchanas Pharmacy
☎ 09 435 3323
- Dynamic Healthcare
☎ 0800 35 35 36

When you get home, if you need advice or experience any of the following:

- increased pain or excessive swelling around the wound;
- nausea or vomiting;
- fever or chills,

then please call our nursing team on 09 437 9075 or your surgeon immediately.

In the event of an emergency, call 111 and request an ambulance.

Payment information

Personal payment

You will receive separate accounts from the hospital, surgeon, anaesthetist and physiotherapist.

Payment options

Our preferred payment option is internet banking however we accept EFTPOS and most credit cards. Credit cards do incur an additional fee. For card payments, please check your card's daily limit prior to payment.

ACC

If you are an ACC patient, your surgeon will apply for approval from ACC prior to your procedure. Once approval is obtained your procedure can be booked.

Your accounts will be sent directly to ACC.

Note, you will need to pay for any take-home medication when you're discharged.

Insurance

If you are a member of a medical insurance scheme please contact your insurance company prior to admission to ensure your procedure is covered and to answer any questions you may have.

Southern Cross Affiliated Provider Programme

Your accounts will be sent directly to Southern Cross Insurance. You may have to pay an excess or shortfall payment. Southern Cross Insurance will advise you if this is applicable and payments for this can be made to Allevia Kensington Hospital.

Other Insurers and Southern Cross Non-Affiliated Provider

Your accounts from the hospital, surgeon, anaesthetist, physiotherapist, radiologist and ambulance services (if applicable) will be sent to you directly. Please wait until you receive all accounts and send them to the insurance company together.

Patient satisfaction and feedback

We're committed to providing you with excellent service and care.

If you have any comments or compliments during your stay, please feel free to share them with a nurse or our Patient Services Manager – you don't need to wait until you're discharged. Your feedback helps us recognise what's working well and address anything that may need attention.

After you return home, you'll receive a short patient satisfaction survey by email. It only takes a few minutes and your feedback helps us understand what we're doing well and where we can continue to improve.

If you'd like to share additional feedback – including compliments, suggestions or concerns – you're welcome to complete our patient feedback form on our website or call us on **09 437 9080**.



- 1 Eye Centre Primecare, Tūhauora Clinic, ENT Essential
- 2 Ward and day stay pick-up
- 3 Northland Surgical & Endoscopy

📍 12 Kensington Avenue, Kensington, Whangārei 0112

✉ info@alleviakensington.co.nz

☎ Reception 09 437 9080
Admission Unit 09 437 9080 extension 744
Inpatient Suite 09 437 9075
Account Enquiries 09 437 9074

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