



**PATIENT AND
FAMILY
INFORMATION
HOSPITAL LEVEL
OF CARE**

**Pohlen Hospital where community and
health come together**

This information is intended as a guideline only.
If you have any questions please talk to staff.

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OUR HEALTH CARE TEAM WELCOMES YOU TO POHLEN HOSPITAL

OUR VISION

To bring community and health together

OUR MISSION

“To provide and facilitate quality health and wellness services for the Matamata Community and the surrounding area”

POHLEN HOSPITAL TRUST BOARD VALUES

The Board of Trustees holds the assets in trust and on behalf of its donors and the public it serves, and values open communication and transparency in the work of the organization. Pohlen Hospital is a charitable trust and operates as a not-for-profit organization.

Pohlen Hospital will deal with the business community in an honest and dignified manner.

Pohlen Hospital is committed to high quality patient care, attempting to minimize barriers to accessing the services it offers.

Pohlen Hospital is committed to being a good employer, to valuing and caring for its staff, and encouraging their professional development.

Pohlen Hospital will work within the principles of the Treaty of Waitangi and with local Iwi, and will ensure that Maori patients, staff and their culture are welcome and have a place at Pohlen Hospital

SERVICES PROVIDED AT POHLEN HOSPITAL

- Care of the older person
- Minor surgery and investigations
- Medlab services
- Community diabetes care
- Birthing and Maternity care
- Xray services
- Drug and alcohol counselling
- Inpatient medical beds
- Physiotherapy
- Pharmacy
- Palliative Care
- Respite Care
- Medical Centre (GP's)
- Endoscopy service
- Rehabilitation
- Specialist consultation (by referral)

SPECIALIST OUTPATIENT CLINICS

Orthopaedics	(bones)
ENT	(ear, nose & throat)
Paediatrics	(children's services)
Counselling	(personal & psychological guidance)
Orthotics	(prescribed orthopaedic appliances)
Dermatology	(skin disorders)
Ophthalmology	(eye disorders)
Psychiatry	(mental health)
Gynaecology	(women's health)
Urology	(bladder disorders)

YOUR RIGHTS WHEN RECEIVING A HEALTH OR DISABILITY SERVICE

You have the right to:

Respect and Privacy: you should be treated with respect and privacy including respect for your culture, values & beliefs.

Fair Treatment: no one should discriminate against you or take advantage of you.

Dignity and Independence: services should support you to live a dignified life to be as independent as possible.

Proper Standards: you should receive services that reflect your needs and are treated with care and skill.

Effective communication: you have the right to be listened to and understood receiving information in whatever way you need.

Information: your condition is explained and you are told what your choices are, including an estimate of any costs, likely benefits, side effects or complications.

It's Your Choice or Decision: it is up to you to decide, it is up to you to say no or change your mind.

Support: you may have a support person with you as long as it is safe and the consumer's rights are not unreasonably affected.

Teaching & Research: all of these rights apply when taking part in teaching or research.

Complaints: it is OK to complain as complaints or comments can help to improve our service. All complaints are taken seriously.

ABOUT POHLEN HOSPITAL

ADDITIONAL CHARGES

Additional charges are for those items not included with the contract service specifications. These additional charges may include the following:

- Services such as those provided by dentists, optometrists, audiologist, hairdresser, podiatrist and solicitors.
- Purchase of clothing and personal toiletries
- Purchase of insurance for resident's belongings

ADMISSION

When you arrive on the ward, you will meet the nurse who is providing your care. You will be shown to your room and shown where your ensuite is located along with any other relevant location within the Hospital.

You will also meet the Care giving staff, along with others during the course of your settling in period e.g. the laundry staff, the domestic staff, kitchen staff.

The nurse will admit you to the ward where you will be interviewed to gauge how your health problem developed and also what is normal for you. A recording of your blood pressure, temperature and pulse will be taken for baseline reference. Please tell her what you would prefer to be called. You will also be assessed by your nominated General Practitioner within 48 hours.

ABSENCE FROM POHLEN HOSPITAL

Following admission, if you are able, you are encouraged to attend outings or visit home. This is at the discretion of your family. These outings should be planned around investigative procedures or GP visits. Staff at Pohlen Hospital would appreciate being told when you are going and when you intend to return for safety and security compliance.

ACTIVITIES

A comprehensive activities and entertainment program is planned and run by our Diversional Therapist.

ADVANCE DIRECTIVES FOR HEALTH CARE

Pohlen Hospital endeavours to respect the wishes of residents/patients or Power of Attorney (where the resident or patient has been deemed incompetent) regarding treatment options as set out in the document.

ADVOCACY

We actively encourage residents to participate fully in determining how your health and welfare is managed within the facility. In addition we encourage family members and significant others to function as advocates subject to resident's consent.

A Health & Disability advocacy service is available should you require assistance. This Advocacy service can be contacted by telephoning 080042363.

This service is free and confidential.

CARE TEAM

- Your care is provided by and overseen by a Registered Nurse.
- The Registered Nurse is ably assisted by trained Caregivers.
- The General Practitioners from the Medical Centre are located within the same building and will visit regularly or when specifically asked for acute problems.
- Diversional therapist provides activities and entertainment.
- Physiotherapist can be contacted to visit. Depending on your situation, this could be an extra cost.

CALL BELLS

Each bed and common use areas e.g. ensuite is equipped with a Call Bell. Please use your bell if you require assistance with any task or wish to talk to staff.

CLOTHING

Pohlen Hospital provide a laundering service if required. This service is free. To ensure that your clothing is cleaned and

returned to you, family must ensure that all pieces of clothing is clearly named. Every effort is taken to ensure that your clothing is well cared for and unfortunately sometimes losses do occur.

COMPLAINTS

We have a complaints procedure in place. The 'Would You Like to Tell Us Something' Complaint Forms can be obtained from Reception at Pohlen Hospital. If you have a suggestion or complaint, these are referred to the Manager. All complaints are recorded on a Complaints form. All complaints are acknowledged within 5 working days. An investigation will be commenced within 10 working days from acknowledgement. This investigation will take no longer than 20 days. The outcome of the complaint investigation will be communicated to the complainant. Any quality improvement activities as a result of the complaint will be implemented.

DENTIST

We suggest you maintain your relationship with your current dentist. A dentist can be contacted if you do not have a local dentist if you wish.

DIET

Should you have specific dietary needs or preferences, please advise nursing staff as we can cater for all needs.

DOCTORS

We have a suite of six General Practitioners within our building. GP's will visit at least 3 monthly unless an acute situation arises. If your GP is called to an acute situation, they then come immediately.

EMERGENCY EVACUATION PLAN

Pohlen Hospital has a Fire / Evacuation Policy. Please ask Staff if you wish to view this.

FIRE SAFETY

Pohlen Hospital is fully equipped with automatic sprinklers and smoke detection systems. In addition all staff are regularly drilled and trained in Fire and Emergency evacuation techniques.

FEES

Individual fees are based on the Support Needs Level (SNL) as determined by Disability Support Link (DSL). As per Ministry of Health requirements, all residents will be assessed prior to admission and repeated if and when health status changes. Please talk to our Accounts Personnel if any further information is required.

FURNISHINGS

Pohlen Hospital provides basic furniture for each room but you are most welcome and encouraged to bring some of your own items to personalize your room. We do ask that your personal items do not compromise your safety or the safety of our staff. Due to the specialized features required, Pohlen Hospital supplies all beds.

HAIRDRESSER

Your personal hairdresser is welcome to visit to continue to style or cut your hair. If you require a hairdresser to visit, our staff can arrange this for you.

LAUNDRY SERVICE

Pohlen Hospital provides a free laundering service. See 'Clothing'.

LIBRARY

Staff at Pohlen Hospital are happy to arrange visits to Matamata Library for you if you wish. These visits will be made through our Diversional Therapist.

LOST PROPERTY

From time to time, property will get misplaced (especially un-named clothing). While every effort is made to ensure that this does not happen, please advise staff who will attempt to locate the lost item where possible. Please ensure all clothing is named.

MAIL

Incoming mail is received daily except weekend. Our postal address is:

P O Box 239, Matamata. Outgoing mail can be posted each day.

MEALS

Meal times are as follows:

Breakfast	0800 hrs
Lunch	1200 hrs
Evening	1730 hrs

Morning tea, afternoon tea and supper are served in between these hours.

Inform staff if you are going to absent during a meal and wish to save it for your return. There is tea/coffee making facilities in between these times if you wish. Staff will show you where this can be located.

NURSE SHIFTS

The shifts at Pohlen Hospital are as follows

- 0700 – 1515
- 1515 – 2300
- 2300 - 0700

The Nurses and Caregivers meet for approximately 15 – 30 minutes at the beginning of each shift passing on your progress or daily activity to ensure continuity of your care.

PHOTOGRAPHS

For reasons of identification and safe practice, we are required to have your photo on file and also on your medication

prescription sheet. These photos are taken at the time of admission and are solely for internal use. Permission for the photo to be taken is in the Contract.

SECURITY

The building is locked at night. Staff are on duty at night at all times with Security Guards patrolling the facility.

SMOKING

Pohlen Hospital is a smoke free zone other than in the designated smoker's areas outside away from the building.

SUGGESTIONS /COMPLAINTS

There are suggestion / complaint forms available to record your comments. You can locate these at Reception. All complaints will be followed up – please see Complaints.

TELEVISION

There are 14” televisions in each room with remote. You are welcome to have your television in your room if you wish.

VALUABLES

While every effort to protect your valuables is made, we recommend that you do not keep anything of significant value in your room. If you wish to have some cash on hand, this should be identified with your name and can be locked in a safe cupboard accessible only to the Nurse.

VISITING HOURS

Visiting hours at Pohlen Hospital are as follows:

- 1000 – 1200 hrs
- 1500 – 2000 hrs

These visiting hours are very flexible. Please discuss your needs with the Staff.



YOU CAN CONTACT US ON

Pohlen Hospital	07 881 9100
Matamata Medical Centre	07 881 9102
Laboratory	07 888 5680
Pharmacy	07 881 9108
Physiotherapy	07 888 5499

**56 Rawhiti Avenue, Matamata
PO Box 239, Matamata**

