

WELLINGTON REGIONAL HOSPITAL

Heart & Lung Unit

Te Ratonga Whatumanawa
me te Pukapuka ā Rohe



PATIENT AND WHĀNAU/FAMILY INFORMATION



www.ccdhb.org.nz



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Your notes:

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Contact us

Capital & Coast DHB
Email: info@ccdhb.org.nz

Phone: (04) 385 5999
www.ccdhb.org.nz

We welcome your feedback

‘Tell us what you think about our services’ feedback forms are available in the leaflet display in the reception area. We appreciate your feedback to help us improve our service.

It is good to hear if we have got it right – and need to know if there are things we could improve.

If there is something you are unhappy about we have a special process to make sure your concerns are heard and treated fairly. If you would like to make a suggestion, compliment or complaint about your current care you can talk to the nurse or the charge nurse manager. Often issues can be resolved straight away.

The Patient and whānau/family survey is available at reception or from a nurse. Please take the time to fill this in and tell us about your experience.

If you wish to make a complaint or suggestion, please contact the **Consumer Experience Facilitator**:

Email: feedback@ccdhub.org.nz

Website: www.ccdhub.org.nz/contact-us/feedback-suggestions-complaints-and-compliments/

Kia Ora Hello Mālo e Lelei
Fakaalofa lahi atu Ni Hao Bula vinaka
Talofa Lava Mālo ni Namaste Kia Orana

Welcome to the Wellington Regional Hospital Heart & Lung Unit

We know that being in hospital can be unexpected and stressful. Our team is committed to giving you the best possible treatment and care. We hope this information will help you with your stay. If after reading this information you still have some questions, please ask us.

You will receive care usually from health professionals who have specialised knowledge in:

Cardiology: chest/heart pains, cardiac arrest, heart attack or rhythm (heart beat) disturbances

OR Cardiothoracics: heart or lung surgery

We are a regional service. Our patients come from all over the lower North Island and the Nelson–Marlborough region. Most of our patients come from the Capital & Coast DHB district (Wellington, Porirua, Kāpiti Coast), Hutt Valley, Manawatu, Wairarapa, Whanganui and Hawkes Bay.

Things to bring to hospital (if you have them)

- ☐ Letter from the hospital, health centre or doctor.
- ☐ Medicines including over the counter medicine, home remedies or supplements that you are taking.
- ☐ Health Passport/Health Care Plan (if you have one).
- ☐ Cell phone and cell phone charger (make sure it has enough credit).
- ☐ Wallet.
- ☐ Glasses, hearing aid, mobility aids, blood sugar monitor.
- ☐ Toiletries including soap, shampoo, toothpaste and toothbrush.
- ☐ Comfortable clothes, shoes and nightwear.
- ☐ Cases for glasses, hearing aids or dentures.

Please leave valuables at home.



How will I get home?

You may be eligible for travel assistance so please check with your local hospital travel coordinator before you come down. Generally however it will be your responsibility to get home unless you are being transferred back to your local hospital.



Where to find us

The Heart & Lung Unit is located in Ward 6 South.
Take the orange lift to Level 6 from the main entrance in the atrium.

What should I expect while I'm here?

You will see a wide range of health professionals. They all form part of the health care team. Each person will help us understand what your medical/health needs are and what activities need to happen to get you home again.

The team will:

- Assess you on admission, progress investigations and treatments.
- Care for you while you are here until you are able to be discharged home or back to your local hospital depending on your clinical need.
- Talk to you about what we are doing and why, and discuss with you and your whānau/family your treatment plans.

You may have:

- X-rays, blood tests and ECGs this will help us understand your medical condition and what the best treatment is for you.
- We do our best to complete the investigations and treatments as quickly as possible.
- If you have concerns or questions at any time, please ask us.

- Providing you with cultural support relevant to your health and social needs.
- Linking you to social support services in the community.
- Supporting you to make informed decisions by ensuring you understand information.
- Linking you to Pacific community providers or other agencies on discharge.

The Pacific Health Unit can be contacted between 8:30am-5pm Monday to Friday (Excluding public holidays).

Phone: (04) 806 2320

Fax: (04) 385 5421

Going home? Make sure you have:

- ☐ Transport to get home and keys to get in.
- ☐ Your prescription (medicines to take at home) is filled on the day of discharge.
 - If possible go to the pharmacy you normally use when you are at home
 - OR**
 - If you know you will not be home in time you will need to go to another pharmacy. **Check if your prescription has repeats because these will also need to be picked up from this pharmacy.**
- ☐ There are several local pharmacies including a pharmacy in the Countdown store across the road from the hospital, they are open 9am-5.30pm. An urgent pharmacy is also located near the hospital that is open until 11pm.

The below check list will help you prepare for going home – discuss this check list with your nurse.

It is important that you understand:

- ☐ How to care for yourself once you get home.
- ☐ Prescriptions for new medicines.
- ☐ If you can continue to take the medicines you came in with.
- ☐ Discharge information/instructions.
- ☐ Follow up appointment (if you need one).
- ☐ Community services available to you.

Remember to take your personal belongings including items we may be storing for you.

Support Services

We have many services that can guide your whānau/family while you are staying with us. Please ask your nurse if you have any questions about these services.

Disability

Do you have a disability support need? If so please let staff know.

Do you need a NZSL Interpreter? If so please let staff know ASAP.

Social worker

Social workers can support with:

- Planning for when you leave the hospital.
- Counselling before and after your operation.
- Accommodation.
- Arranging sickness benefits and working with other organisations e.g. Work and Income NZ, Housing NZ, ACC.

Whānau Care Services

Whānau Care Services provides cultural support for you and your whānau/family during your hospital journey. There is also a Māori chaplain available, should you need this service. Either you, your whānau or healthcare team can ask for help/ refer to you Whānau Care Services.

Whānau/Family Care Services office hours are 8am-6pm Monday to Friday and can be contacted after hours.

Direct: (04) 806 0948

Mobile: 0274 806 498

Free phone: 0800 999 442

Email: wcs@ccdhub.org.nz

Location: Cultural Care Centre, Level 2, Wellington Regional Hospital

The Pacific Health Unit

The Pacific Health Unit can support with:

- Understanding your medical condition and treatment options if you have language or literacy difficulties.
- Communicating your health and social needs if you have language or literacy difficulties.

Who are the team?

Your specific team varies depending on your condition. During your stay in the unit you may see a combination of the following people:

- **Cardiac Technicians** – Complete investigations and tests.
- **Chaplains** – Represent a number of different Christian denominations.
- **Clinical Nurse Specialists** – Provide support and information.
- **Dietitians** – Provide dietary support.
- **Doctors** – Assess, treat and prepare you for discharge.
- **Food service assistants** – Take the menu orders and serve drinks.
- **Health care assistants** – Provide support to the ward and assist with your care/hygiene.
- **Nurses** – Give you your medicines and provide care and support to you and your whānau/family.
- **Occupational therapists** – Help you with daily living activities.
- **Pacific Health Unit** - Provides cultural, clinical, social and pastoral support for you and your family.
- **Pharmacists** – Check your medicines and provides education.
- **Phlebotomists** – Take your blood.
- **Physiotherapists** – Assist with mobility and strengthening.
- **Social workers** – Provide support for you and your whānau/family.
- **Ward administrator** – Patient administration.
- **Ward cleaners** – Keep the ward clean.
- **Whānau Care Services** – Provide cultural support.

Teaching hospital

Wellington Regional Hospital is a teaching hospital.

In the ward there may be health professional students working with trained staff. You may be asked to participate in teaching sessions – you may refuse if you wish.

CCDHB patient and visitor behaviour charter

CCDHB is a place where staff, patients, whānau and friends work together to care for sick and injured people. We want a safe and calm environment for everyone. We have zero tolerance to violence, aggression or harassment of any kind towards staff, patients or visitors. This includes; intimidation or threats, swearing, shouting, racial or sexual comments, physical aggression towards people or property.

Please treat everyone with dignity and respect

We all share the same goal – to care for patients. Please treat all our patients, staff and visitors with respect and dignity.

Please respect our rules

These are required to ensure the best outcome for our patients.

Please talk to us if you are feeling frustrated or stressed

Patients get better faster when we use calm voices and work together as a team. Use our whānau spaces or take a break outside if you are overwhelmed. We want our place to be a safe place for all. We are all responsible for making our place a safe place for everyone. Ma tini, ma mano, ka rapa te whai – by joining together we will succeed.



Inter-faith chapel/chaplains

The chapel is on level 2 in the atrium. It is open 24 hours a day and can be used by hospital patients, relatives and staff. Please let the staff know if you would like to see a member of the chaplaincy team. They can contact the on-call chaplains. If a minister from a particular faith is required the chaplaincy service can arrange this. You may also arrange for your own spiritual advisors to visit if you wish.

Muslim prayer room

Is located on level 2 in the atrium.



Parking

Limited parking is available on the hospital site. Parking charges apply. You may be towed away if you park in the 'No parking' areas. Free parking may be found on the streets around the hospital.

In some circumstances for example, while you are in ICU, parking is free for one car, or discounted parking is available (if you have been in hospital for five days). Please ask at the ward reception desk about this.



How long will I be in hospital?

This will vary (especially if you are admitted over the weekend) but the average length of stay is generally:

- Cardiology patients: 2 – 3 days
- Cardiothoracic patients: 5 – 7 days



When will I go home?

The team will work together to make sure that you are medically fit for going home (discharge).

We will:

- Identify your discharge date early so that your whānau/friends can prepare for your return home and make arrangements to collect you from hospital.

Fire alarms

If you hear the fire alarm sound, stay in your room with any visitors. Await further instructions from the staff.

Televisions

Your bed area has a television for your use. The nurse call remote control also operates the TV.

TV cards can be bought from the machine at the ward reception.

Please note the TV time you buy (e.g. 6 hours) starts at the time you buy the TV card, not when you start watching TV.



Where can my family stay?

Your family can not stay with you in the ward but there are motels around Wellington that are close to public transport to and from the hospital. Find bus and train timetables at www.metlink.org.nz.

Te whare whānau o te pehi parata/temporary accommodation is available for whānau/family from outside the Capital & Coast District Health Board (CCDHB) region who are supporting people staying with us. Accommodation is limited and pre-booking is advised. There is a charge for this service. For bookings please email: wcs@ccdhb.org.nz

Whānau/family room

On the ward there is one whānau/family room available. Tea and coffee is provided.

Patient reading/TV room

There is a patient only reading room on the ward.



Visitor's toilets

Are located in the corridor outside the ward by the orange lifts.

- Explain to you your medical condition, and give you specific instructions on caring for yourself at home, what medicines you need to take at home, follow up appointments and where these will occur.

When you are discharged we may ask you to wait for your whānau/friends in the transit lounge. The transit lounge is located near our emergency department and has free parking for 20 minutes for one car.

Will I have to change rooms during my stay?

Most likely yes. When you are very sick, you will be in an area of the ward that helps us closely monitor you. As you improve, you may be moved to another room/bed so we can closely monitor another patient.



Can I wear my own clothes?

Yes you can. At certain times you may be asked to wear a hospital gown. We encourage you to shower, stay dressed and sit up right so that you can feel better.

How can I help with my recovery?

There are many things you can do to get better:

- Stay as active as you are able. We encourage you to walk around the ward. If we do not want you to move then we will let you know.
- If you do smoke please stop/quit smoking immediately. We have a number of services available to help you. Please ask us about stop smoking options that will help you during your stay.

**Wellington Regional Hospital is a smoke free site, which means that there is no smoking within the hospital grounds at any time.*

Who are my main support people?

When you are admitted, we will ask you to identify two people as your main support people (next of kin). Please talk with your whānau/family or friends to decide on this. These will be the people we contact in an emergency.

One of the chosen support people should also be the person you prefer that can phone the ward for updates on how you are doing.

If you have a large whānau/family it is useful for you to nominate a family spokesperson. It is important for us to know who the person is when we need to discuss your treatment and care with you.

How do I get an update on my progress?

The team will complete a daily review of your progress. Your whānau/family are most welcome to attend please check with your nurse regarding timings.



Valuables and property

There are no lockable facilities on the ward. We recommend that any valuables are left at home. Please be aware that all items are brought into Wellington Regional Hospital at your own risk. We are unable to take responsibility for any of your belongings.

If you must bring something valuable please tell the nursing staff. They may be able to arrange for small things to be locked away.



Visiting hours

Visitors are welcome between 10am-1pm and 3pm-8pm. Between 1pm and 3pm we encourage our patients to rest.

Hospital services and facilities



Meals/food trolley

Meal/kai times are breakfast between 7am-8:30am, lunch between 11:30am-1pm, and dinner 4:30pm-6pm.

Please let us know if you have specific dietary needs. We may put you on a special diet as part of your treatment for your procedure. There is a tea and coffee trolley that comes around throughout the day.



Cafes in the hospital

There is a café located in the atrium of the hospital, and a coffee bar in the main corridor by the purple lifts. There are several cafes on site, there is also a supermarket and local cafes nearby.

Hospital shop

The hospital shop is located in the atrium. It is open:

- Monday to Friday 8am-5pm
- Saturday and Sunday 9am-3pm

A postal box, hospital shop and money machine are on Level 2 of the Entrance.



Telephones and WiFi

Please bring your own cell phone (and cell phone charger) to make personal calls. Cell phones are safe to use in the ward. When you are on the ward please turn your phone to silent and be considerate of those around you. If you do not own a cell phone you can use the public phones on level 2. They take eftpos, debit or credit card.

Ask staff about our free WiFi for inpatients.

Air conditioning

The air conditioning is centrally controlled outside the ward and cannot be adjusted.

Cleaning

All rooms are cleaned daily with a thorough clean between new patients. If you feel your room needs extra care during your stay please bring it to the attention of a staff member so it can be resolved.