



CLIENT AND FAMILY INFORMATION

**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

VISION

Pohlen; where community and health come together.

VALUES

Respect – All people are equal and treated with respect

Teamwork – Working together, valuing each other's skills and contribution

Privacy – We hold client information to be confidential

Trust – We act with integrity

Loyalty – We are loyal to the organisation and each other

MISSION

To be the health provider of choice through excellence.

YOUR RIGHTS WHEN RECEIVING A HEALTH OR DISABILITY SERVICE

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

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 ensuite along with any other relevant areas within the Hospital.

You will also meet Caregiving 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 let staff know what you would prefer to be called. You will also be

assessed by your nominated General Practitioner within 48 hours. Admission Assessments will be performed depending on your needs and a discharge plan discussed and actioned.

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 Activities Coordinator.
- Depending on Rehabilitation, planned trips may be organised to the Community Swimming Pool and Gym (with hoist availability) and Spa Pool.
- Visits to Community Service Clubs.

ADVANCE DIRECTIVES FOR HEALTH CARE

Pohlen Hospital endeavours to respect the wishes of the client or Enduring Power of Attorney (where the client has been deemed incompetent) regarding treatment options as set out in the document.

ADVOCACY

We actively encourage clients 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 clients 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.

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.

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.
- Activities Coordinator provides activities and entertainment.
- Physiotherapist and Occupational Therapist can be contacted to visit. Depending on your situation, this could be an extra cost.

CCTV

This may be used to monitor clients as required. Informed Consent will be gained prior to use.

CLOTHING

Pohlen Hospital provide a laundering service if required. This service is free for long-term and Respite clients. To ensure that your clothing is cleaned and returned to you, family must ensure that all pieces of clothing are clearly named. Every effort is taken to ensure that your clothing is well cared for however unfortunately sometimes losses do occur.

COMMUNICATION

We will only discuss your personal issues with your family with your permission. If you are not able to give permission, we will only discuss these matters with your designated power of attorney. If something happens to you, for instance, if you are transferred, we will inform your enduring power of attorney or the person listed in your file as the first contact. It is then up to them to let other family members know. Sometimes some family members are upset about

these rules so it is important that they know who the first contact is. It is very useful for you to let us know who we can discuss your wellbeing with and if there is anyone you would prefer that we didn't.

Interpretation and Translation Services can be accessed if required. Please ask the Registered Nurse if you need assistance in this area.

COMPLAINTS / SUGGESTIONS

We have a complaints procedure in place. The 'Would You Like to Tell Us Something' Pamphlet can be obtained from Reception and the Nurses' Station. Once completed these can be forwarded or posted to the General Manager. All complaints are recorded and 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. If you wish a dentist can be contacted if you do not have a local dentist.

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 General Practitioners within our building. They are on 24 hour call 7 days a week. Your own GP or GP on call will visit you during your stay. All long-term clients will be reviewed 3-monthly. If an acute situation arises they will come immediately.

EMERGENCY EVACUATION PLAN AND FIRE SAFETY

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

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.

FUNDING OPTIONS

Long term hospital level care and resthome care

Criteria:

- Over 65 years of age
- Have been assessed by the Needs Assessment and Coordination agency (The NASC agency for the Waikato DHB area is Disability Support Link) as requiring long term care in a facility such as Pohlen Hospital.

Level of care:

- The level of care is assessed by DSL (Disability Support Link) and the decision is based on my medical conditions and the level of support that would be required.

Cost:

- This will be dependent on satisfying eligibility criteria for subsidised versus non-subsidised client. Application is made to the Residential Subsidy Unit.

Palliative care

Criteria:

- Palliative care has no age restriction so any client assessed as being in the final stages of life (life expectancy estimated at 6 weeks) can be admitted.
- Clients already in a long term care facility do not get additional funding support or a change in contract – we do however change the focus of our care.

Level of care:

- We have adopted the End of Life Pathway for clients in this final stage of life.

- The focus is on client dignity and support, making the client more comfortable, easing pain rather than an attempt to get them well.

Cost:

- Palliative or Terminal care is provided free of charge to the client as long as they have been referred to Pohlen Hospital through Disability Support Link.

Primary care inpatient contract

Criteria:

- Clients are referred by a Matamata Medical Centre General Practitioner or any other Medical practitioners in the Matamata Piako District or South Waikato.

Level of care:

- Acute – uncomplicated treatment, eg assessment or stabilisation
- Acute on chronic care – assessment or management or exacerbation's of chronic conditions, eg acute on chronic bronchitis
- Acute palliative care – short-term support in the management of terminal illness or pain management and assessment
- Expected length of stay is five days. This may be extended to seven days if your GP thinks it is necessary.
- Your GP may apply for an extension of a further seven days (ie 14 days maximum stay).
- If the DHB refuses to grant an extension you will be billed at the Private Hospital Care rate from Day 8 onwards.
- If an extension is granted then from Day 15 you will be billed at the Private Hospital Care rate.

Services not covered include:

- Children 0-18 years
- Acute conditions at risk of requiring resuscitation
- Clinical conditions which could deteriorate rapidly or where clinical safety assurance cannot be guaranteed
- Requirements for specialist nursing and/or specialist consultation (including psychiatric)
- Drug and alcohol detoxification
- Specialist rehabilitation
- Post discharge – convalescence or transition to home (this is the

responsibility of the hospital providing initial treatment)

- Respite care – social relief for carer or holidays
- Continuing care
- Terminal care
- Postnatal care
- Any conditions for which an existing ACC claim exists or for which another funder is responsible
- Treatment for Psychiatric conditions including dementia
- Antenatal care

Cost:

Services that will be provided include:

- The cost of the bed
- All meals provided to the client
- Medication specifically related to the admission
- Allied health professional services as required to support the clients return to the community, eg physiotherapy

Costs not covered include:

- Transfer to Pohlen hospital by ambulance
- Medications not related to your admission – prescribed medications already taken by yourself
- X-Ray Services
- Physiotherapy not related to your admission

Respite

Criteria:

- Clients have been assessed as requiring respite services by Disability Support Link.
- Have current Carer Support Form with allocation of days. Usually 28 days per annum.

Level of care:

- As per level of care - Hospital and Resthome.

Cost:

- All costs are covered under the DHB residential respite services contract on presentation and signing of Carer Support Form.

Transitional care contract

Criteria:

- Over 65 years old.
- Assessed by OPAT (Older Persons Assessment Team), Health Waikato.

Level of care:

- Non-acute rehabilitation and support services for older people.
- The service is limited to a maximum of six weeks.

Cost:

Services that will be provided will include:

- Multidisciplinary treatment and/or rehabilitation programme.
- A rehabilitation environment that facilitates the delivery of the above programme

What services are not covered?

- Where there is no identifiable benefit by participating in active rehabilitation.
- Where service duplicates services already contracted for.
- GP visits.
- Where the client is currently in a long stay facility.
- Where care is provided through any other service funded by the DHB or Ministry of Health.
- Where client is admitted to convalescent care as Primary Care Inpatient Services.

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 clients belongings

FURNISHINGS

Pohlen Hospital provides basic furniture for each room but you are most welcome and encouraged to bring some of your own items to personalise 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.

INFORMED CONSENT

Informed consent is a process to make sure you are fully involved in making decisions about your treatment.

It means health professionals are obliged to give you information and advice about any health related procedure, and details of the options to the procedure. At this point you should be sufficiently informed to give consent to your treatment.

If you are physically/mentally capable of making such a decision then you should be able to do so with clear information and advice. You should feel as relaxed as possible when making your decision.

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 Activities Coordinator.

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 weekends. Outgoing mail can be posted each day. Our postal address is: PO Box 239, Matamata.

MEALS

Meal times are as follows:

Breakfast 0800 hrs

Lunch 1200 hrs

Evening 1730 hrs

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

MEDICINES, DRUGS AND ALCOHOL

These are not allowed without the knowledge and consent of the Registered Nurse on duty. This also applies to visitors.

PHOTOGRAPHS

Permanent Clients

For reasons of identification and safe practice, we are required to have a photo on file and also on medication prescription sheets. 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 Client Admission Agreement.

SECURITY

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

The Registered Nurse on duty reserves the right to prohibit visitors if their behaviour is disruptive to the staff or other clients.

SERVICES PROVIDED AT POHLEN HOSPITAL

- Minor surgery and investigations
- Pathlab services
- Birthing and Maternity care
- X- Ray services, Ultrasound clinics, Bone Density scanning
- Inpatient medical beds and Aged Care Services
- Physiotherapy
- Pharmacy
- Palliative Care
- Respite Care
- Medical Centre (GP's)
- Endoscopy service
- Specialist consultation (by referral)
- Outdoor and Exercise Rehabilitation Facility

SEXUAL EXPRESSION

Clients' rights to sexual expression will be supported (including clients who identify as gay, lesbian, bisexual, transgender or intersex).

SMOKING

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

SPECIALIST OUTPATIENT CLINICS

Orthopaedics	(bones)
ENT	(ear, nose & throat)
Orthotics	(prescribed orthopaedic appliances)
Ophthalmology	(eye disorders)
Psychiatry	(mental health)
Gynaecology	(women's health)
Urology	(bladder disorders)
Podiatrist	

TELEVISION

There are televisions in each room with a remote control.

VALUABLES

While every effort to protect your valuables is made, we recommend that you do not keep anything of significant value in your room. There is a locked section in bedside drawers that may be used for valuables situated next to the bed. If you wish to have some cash on hand, this should be identified with your name and can be locked in the Accounts Office.

Permanent Clients

All items of clothing, prosthesis and aids to living (eg glasses, hearing aids) should be labelled.

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 are welcome to have family gatherings at the Hospital and family are welcome to join you for meals.

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**

