

Nau mai ki Te Hōhipera o Papaioea

He kāinga atawhai

He pārongo mā te tūrora me tōna whānau



Welcome to
Palmerston North Hospital
Patient and Visitor Information Guide

Please leave this booklet at the bedside when you leave hospital.

He Karakia

Kia hora te marino
Kia whakapapa pounamu te moana
Hei huarahi mā tātou i te rangi nei
Aroha atu aroha mai
Tātou i a tātou i ngā wā kātoa
Hui e tāiki e

May peace be widespread
May the sea be smooth like greenstone
A pathway for us all this day
Give love, receive love
Let us show respect for each other

Tēnā koe, tēnā rawa atu koutou katoa

Ka mihi atu rā ki o ō koutou maunga tapu, ngā wai, ngā moana, ngā awa e rere atu i runga i te whenua, ki ngā waka, nga reo o ngā Hau e whā. Tēnā Koutou Tēnā Koutou Tēnā Koutou Katoa.

*Ki ngā mate kua ngaroki te pō.
Haere haere haere atu rā.
Rātou ki a rātou, Tātou kia tātou.*

Mauri ora ki a tātou katoa.

Ānei mātou ōu māngai hei awhi hei tautoko i a koe me tō whānau i te wā koe kei roto i te hōhipera.

Welcome to Palmerston North Hospital. We know there are many places you'd rather be than in hospital, so our goal is to help you get well, as quickly and safely as possible. This guide is an easy way to get an idea of how things work in hospital, and what you can expect during your stay here.

We would like you to be involved as a partner in your own care. This means being able to ask questions about your treatment and what is happening, and making sure you have a good understanding of what everything means for your health and wellbeing. You will probably need to take in a lot of information during your stay, which is why we have tried to answer a lot of common questions in this guide. Remember, if you have any questions, feel free to ask a nurse for help.

We want you to have a really good experience during your time here. That's why we would really like to hear from you if there is anything you would like to talk about. Further on in this guide, you will find a list of ways you can provide feedback. The simplest and easiest is to have a chat to your nurse, or ask for the person in charge; this will usually be a charge nurse or associate charge nurse.

A BIT ABOUT PALMERSTON NORTH HOSPITAL

Palmerston North Hospital is a regional hospital, in the MidCentral district, that cares for 170,000 to 500,000 people depending on the type of service. We have 350 beds covering a wide number of services including general medical and surgical treatment, emergency care, intensive care, women's health and cancer.

Our hospital covers 170,000 people in the MidCentral District, with some patients coming from Whanganui DHB for more complex procedures. We also provide specialist cancer treatment for 500,000 people in the central North Island.

CONTENTS

He pārongo mā te tūroro | **Patient information**

Welcome

- A bit about Palmerston North Hospital **2**

Patient information

- Support during your hospital stay **4**
- Contact people
- Communication needs
- Enduring Power of Attorney (EPOA)

- Planning for your discharge **5**
- Pharmacy
- Getting home again
- When you leave hospital

The team caring for you

- The medical team **6**
- The allied health team
- The nursing team
- Your nurse
- Need to speak to the doctor
- Nurses uniform guide and identification

Handover

- How can you be involved in bedside handover? **7**

- Ward meal times **8**
- Call bell
- Privacy and confidentiality
- Consent

- Family meetings **9**
- Contacting family and friends
- Spiritual support
- Cultural support
- Health passport

- We talk about family violence here **10**
- Making your stay with us safer
- What to do if you suddenly get sick
- This is a smokefree environment

- Equipment and personal belongings **11**
- Lifting patients
- Preventing a pressure injury

- Preventing blood clots **12**
- Preventing falls
- Bed rails

Help prevent infection

- Visitors **13**
- Patients

We like to hear from you **14**

Your rights **15**

- **Statement of responsibilities**
- We ask you to... **16**
- You are expected...

He pārongo mā te hunga toro mai **Visitor information**

Information for visitors and support people

- Supporting your family **17**
- Visiting

- Public toilets **18**
- Parking
- Buses
- Taxis and Cabspot
- Cafeterias
- ATM Machine

- Accommodation **19**

Ngā mahere | **Maps**

- **Disability access map PNH** **20**

- **Car parking, cabspots & ATM machines** **21**

- **Map of your ward** **22**

SUPPORT DURING YOUR HOSPITAL STAY

It is your right to have whānau/family/friends with you for most circumstances during your hospital stay (as long as it is safe and other patients' rights are not unreasonably affected). We recommend that you organise at least one trusted family/whānau member or friend to be your support person while you are in hospital and tell your nurse their name. Unless you say otherwise, we will direct enquiries from friends and family members about your health and hospital stay to your named support and contact people.

The role of support person is very important and so we encourage you and your support person to ask your nurse about how to be involved in, and help with your care. If you or they do not understand or are uncertain about your care or treatment, please discuss this with your nurse or the charge nurse. They will work with you toward a solution.

Working together with you, your support person and visitors, we do our best to ensure they can be with you at times that suit you and them, at the same time still making sure that all patients have privacy, safety, quiet and rest to recover. To help with that, we ask that you and your support person and visitors take note of, and respect the ward routines as well as the needs and rights of surrounding patients and their visitors.

CONTACT PEOPLE

On admission, we will ask for two contact names and phone numbers (your next-of-kin and support person). If these people contact the ward they will be given general information regarding your condition. Other friends and family members' enquiries regarding your hospital stay will be directed to these two nominated contact people.

COMMUNICATION NEEDS

Please advise us if you are **hard of hearing, sight impaired** or require any further assistance. There is a large print version of this handout available. Please advise if you or your family member require an interpreter for communicating medical, social or other problems. Interpreter services are available.

ENDURING POWER OF ATTORNEY (EPOA)

Please advise us if you have appointed someone to be your Enduring Power of Attorney for personal care and welfare, so that we can record their name and contact details. If you become unable to make decisions about your own care and welfare, or to communicate for yourself, this person can decide on your behalf, provided a doctor has certified that you are not able to.

PLANNING FOR YOUR DISCHARGE

When you no longer require hospital care, it is important for your recovery that your discharge occurs promptly. To ensure this, your discharge date will be planned and discussed regularly with you and your family/support person. Your involvement in preparing for discharge is very important so we ask that you consider the following and have a family/whānau meeting as early as possible. Please talk to your nurse and doctor promptly if you think there might be a problem.

1. Will I need assistance when I get home? If so, from who?
2. Will I need help with everyday tasks like grocery shopping and meal preparation?
3. Do I know how to take my medications and how to perform self care tasks?

It is important that you, your family/whānau and the healthcare team discuss what support is required, how this can be met and who can provide this. If you feel you do not have access to enough support when you get home, we can provide staff to discuss various options with you.

Hospital staff will indicate when you are well enough to be discharged and will:

- Confirm your discharge day.
- Provide you with any prescriptions - ask if you want this prescription to be faxed to your usual pharmacy.
- Arrange any follow-up appointments and where necessary, referrals to other services.
- Provide you with a discharge summary of your hospital stay and send a copy to your GP.

PHARMACY

There are two pharmacies in the hospital. Prescriptions marked '**hospital only**' should be collected from the Hospital Pharmacy located on the ground floor near the back of the building. Please follow the signs. All other prescriptions should be filled at your local community pharmacy, alternatively a community pharmacy is located at the main entrance on Ruahine Street. Your personal medications that you may have brought in with you to hospital will be placed in a green "patient's own medication bag" and stored safely in the ward medication room during your hospital stay.

GETTING HOME AGAIN

Transport home is your responsibility and at your cost. A variety of transport options are available including accessing an ambulance, taxi or hospital shuttle depending on your mobility. Once your day of discharge has been confirmed, we ask that you arrange for your family/friends to collect you from the ward by 11am. In certain circumstances (for example, if your discharge paper work or your transport home is delayed), you may be transferred to the Transitory Care Unit (TCU) (located on the ground floor) to await their arrival. This is to enable another waiting patient to have a hospital bed as soon as possible.

WHEN YOU LEAVE HOSPITAL

Before you leave, make sure you:

1. Have discussed your discharge letter and prescription needs
2. Have your own medicines returned to you, and any new medicines explained to you
3. Know who to contact if you have any questions or concerns when you get home
4. Know when your next appointment is.

Te kāhui atawhai i a koe

The team caring for you

Consists of a variety of health professionals, assisted by our ward support team. All staff who you meet will introduce themselves and be wearing an identification badge.

THE MEDICAL TEAM: Consists of consultants, registrars and house surgeons. They have the responsibility for making decisions in discussion with the patient and support people relating to patient treatment.

THE ALLIED HEALTH TEAM: Consists of physiotherapists, social workers, occupational therapists, speech language therapists, dietitians as well as Mauri ora facilitators/whānau ora facilitators. Pastoral/spiritual care will work with you and the medical and nursing team to assist in your recovery.

THE NURSING TEAM: Consists of a charge nurse, associate charge nurse, nurse educator, registered nurses, enrolled nurses, health care assistants and other health professionals. The charge nurse is responsible for the overall nursing care provided and the daily management of the ward. They are available Monday to Friday to discuss any issues or concerns you may have regarding your treatment and care. At all other times there is a nurse dedicated to be in charge of the ward.

YOUR NURSE: There are three nursing shifts a day. Your nurse will identify themselves at the beginning of their shift and is the one responsible for your nursing care. The goal of this nurse is to provide the most appropriate care for you. If you have any concerns, please let them know.

NEED TO SPEAK TO THE DOCTOR? The doctor directing your care will assess your progress during regular ward rounds. These rounds are also an opportunity for you to ask any questions. Should you or your family/support person wish to see the doctor at any other time, an appointment can be arranged through the nurse taking care of you.

The Team

Nurses uniform guide
& identification

Nursing Staff Uniforms



HANDOVER

The nurse finishing duty will meet with the nurse coming on duty to hand over key information about your care. This is done with you, at your bedside, so that you will know who your next nurse will be and so that you can ask questions and be involved in planning your care.

To respect your privacy and maintain confidentiality, any sensitive information about your care will be handed over in the privacy of the Ward Office, rather than at your bedside. We will only talk about your health with others at your bedside when you say it's OK – so before starting, the nurse will ask for your consent. You have the right to say no. You will also be asked if you wish for any of your visitors to stay or step out of the room until handover is finished (usually 2–3 minutes).

HOW CAN YOU BE INVOLVED IN BEDSIDE HANDOVER?

- 1. Listen:** We want to make sure you have the full and up-to-date information about your care.
- 2. Speak:** If you have any questions or concerns, handover is the perfect time to raise your concerns.
- 3. Ask:** If you find something confusing, or do not hear clearly, feel free to ask staff to explain.

If needed, the nurse coming on duty may come back after handover to spend more time discussing your concerns. If you would like a family member or friend to be with you during your bedside handover, the afternoon handover (during visiting hours) is likely to be the most convenient time. Let us know if you have any questions.



WARD MEAL TIMES (APPROXIMATE)

Breakfast: Between 7am – 9am

Lunch: Between 11.30am – 1.30pm

Dinner: Between 5pm – 6.30pm

Tea and coffee is provided to patients after meals, for morning and afternoon tea and supper. If you have special dietary requirements, please inform your nurse. A dietitian is available if necessary.

CALL BELL

The call bell is located on the handset beside your bed. Please press the call bell when you require assistance. Do not delay in using the call bell. It does not have to be an emergency to use it.

PRIVACY AND CONFIDENTIALITY

We will maintain your privacy and confidentiality as much as possible. If we are discussing sensitive issues with you, you may ask for this to take place in a more private setting. Please do not take photographs or recordings of others, or post about others on social media without their consent, especially other patients or staff.

CONSENT

All treatment and care will be explained to you. You will be asked to give verbal consent for all treatment and written consent for any invasive treatment such as an operation or procedure. Always keep asking questions, it is important that you understand what is happening. Get your support person to ask if you do not understand.



WHĀNAU FAMILY/HUI MEETINGS

During your time here, or nearing the time you are going to be discharged, we may organise a family meeting to plan for any ongoing care needs you may have. You may invite family and other significant people to this meeting. Family members may also be contacted by our staff depending on your discharge needs.

CONTACTING FAMILY AND FRIENDS

A ward telephone is available for patient use only. Talk to your nurse to arrange this and for any toll call requirements. We ask that you keep calls brief. The telephone is to be used for important communication only, to ensure availability for all.

SPIRITUAL SUPPORT

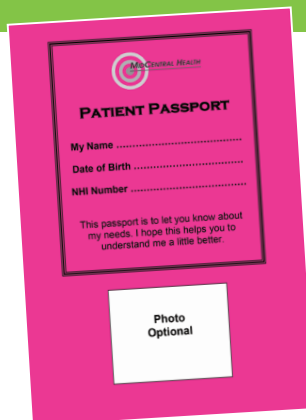
Spiritual care involves caring for the whole person, incorporating the needs of mind, body and spirit. The spiritual care team are here to listen when you experience loss, grief, disability, illness or pain. Their job is to support you as you continue to develop meaning, purpose and hope in difficult times. This holistic approach can enhance spiritual wellbeing and improve your experience in hospital. Ask a staff member if you would like a visit from one of the team or if you have any specific spiritual or religious needs we can help with. The hospital chapel is by the “garden of tranquillity” on the lower ground floor. It is a quiet space for everyone to use and is open 24 hours a day.

CULTURAL SUPPORT

If you have specific cultural needs, please discuss with your nurse. There is access to Pae Ora Maori Health Services. Our team visits the wards and can assist you with advice and support for whānau while receiving care and service while at MidCentral Health. At Palmerston North Hospital we are happy to help you access this region’s cultural and ethnic groups.

HEALTH PASSPORT

The “Health Passport” is a booklet in which key information about you can be written for you to take when attending hospitals or other providers of health and disability services. If you have one of these, please bring it with you to hospital. For further information on the passport, visit: www.hdc.org.nz/about-us/disability/health-passport



WE TALK ABOUT FAMILY VIOLENCE HERE

All hospitals are required to ask patients if they have any concerns about family violence in their home. If you are not asked, but are concerned about yourself or someone you care about, please speak to a nurse or ask to see a social worker.

MAKING YOUR STAY WITH US SAFER

Our hospital has a zero tolerance to aggressive behaviour, drug or alcohol intoxication, bad language or violence. Weapons, gang insignia, use or supply of illegal drugs or harmful substances are not permitted. Please check if any of our personal information on your ID band is wrong, and tell us if you have any allergies. In an emergency, follow the instructions of staff who will advise you.

WHAT TO DO IF YOU SUDDENLY GET SICK

Most patients get better during their hospital stay and eventually go home. Sometimes patients can become critically ill in hospital and this can cause their heart and/or breathing to stop. This is called 'cardiopulmonary arrest'.

It is part of routine hospital care to discuss what actions should be taken if this occurs, in particular, whether CPR (cardiopulmonary resuscitation) should take place. CPR involves doctors and nurses doing emergency interventions such as:

- Pushing down firmly on your chest so your heart pumps blood to your body
- Inflating your lungs with air – with a breathing mask or by putting a tube down your windpipe
- Giving drugs or electric shocks to your heart to try to restart it.

The success of CPR depends on a number of things including the illness that caused cardiopulmonary arrest, and whether you have other chronic health problems and age. Your doctors will discuss CPR with you or your appointed enduring power of attorney (EPOA), next-of-kin or welfare guardian to take note of, and document, your wishes about this. Please advise your doctor or nurse if you have an Advance Directive or Advanced Care Plan about your future care in place.

THIS IS A SMOKEFREE ENVIRONMENT

All New Zealand hospitals are smokefree so smoking is not permitted in the hospital or around the grounds. As you access health services you will be asked about your smoking status by a number of health professionals. Smokers will be given brief advice on how to quit smoking. One of the best things you can do for your health is to not smoke. Services and products to assist you to stop smoking are available.



EQUIPMENT AND PERSONAL BELONGINGS

Cell phones and other transmission devices such as laptops, and iPads may be used in the hospital (other than Ward 28, Coronary Care and Intensive Care Units), provided they are not used within two metres of electronic medical equipment. Patient and visitor wireless internet access provided by Inspire Free WiFi is available in some areas of the hospital. Further information including plans, access and conditions is available at www.inspirefreewifi.co.nz.

You are welcome to bring in a radio but due to limited space in the rooms, we prefer that you do not bring in a TV. Please be mindful bedspace is limited and it is a very busy work environment. To avoid disturbing other patients we ask that you always use headphones. We remind you that all personal belongings brought into hospital, including all valuables, are your own responsibility – even when you are not on the ward. We recommend you ask family or friends to take any valuables you arrived with home for safe keeping.

LIFTING PATIENTS

MidCentral Health promotes a safe approach to patient lifting and moving. Staff are trained to undertake individual patient risk assessments and plan lifting and moving that will ensure safety for all. Specific moving and lifting equipment and furniture may be necessary for your safe care. If so, this will be discussed with you.

PREVENTING A PRESSURE INJURY

Pressure injuries (pressure ulcer or bed sore) can happen quickly, from lying or sitting in the same position too long.

- If you can, try and keep mobile, even in bed or a chair by changing position regularly.
- We are very happy to help you change position, and can provide a special mattress or cushion for support.
- Tell us if any part of your body (head to heels) that is touching another surface is feeling uncomfortable, or if your clothes or bedding are damp.

PREVENTING BLOOD CLOTS

Blood clots in your circulation system can develop from lying or sitting in the same position too long.

- If you can, try and keep mobile, even in bed or a chair by doing simple leg and ankle exercises.
- Wear your hospital stockings, if advised, and drink fluids as recommended.

PREVENTING FALLS (YOU CAN ALWAYS ASK YOUR NURSE)

- Wear well fitted non-slip footwear (slippers or shoes) and your prescribed glasses when up in your chair and walking in the ward.
- Take extra care in the bathroom – ask for help if necessary.
- Do not walk on wet or slippery floors.
- Use a walking aid if you need one.
- Some medications may make you feel unsteady – sit for a short time on the edge of the bed before standing up.
- If staff have recommended you need help or supervision, please use your call bell or alert staff before getting out of bed or standing up from a chair.
- Take care not to reach too far for things (for example things on your bedside table) – place your things and call bell close at hand.
- Keep the area around your bed free of clutter.
- Ask staff to change the height of your bed or chair if you are having to stretch or stoop to get on and off it, and to make sure your bed or chair brakes are on.

BED RAILS

The beds in our hospital come with rails that can be raised to prevent people sliding, slipping, or falling out of bed.

Bed rails are not suitable for all patients. We aim to avoid using bed rails.

Your nurse will discuss raising the bed rails with you:

- If you are well enough, you will decide whether you want bed rails or not
- If you are too unwell at the time, the team caring for you will decide if it is appropriate to use bed rails and may discuss this with your family.

It is hospital policy to raise the bed rails while a patient is being transported on a bed or trolley.

For questions or concerns about bed rails, please speak to your nurse.

HELP PREVENT INFECTION



VISITORS

Your visitors can help prevent infections by:

- Not visiting if they are unwell, have diarrhoea, vomiting, or have flu like symptoms
- Asking them to wash their hands or use hand gel before and after visiting
- Not lying or sitting on beds
- Limit visiting to two people at a time.

PATIENTS

You can help prevent infection by:

- Washing your hands frequently.
- Washing your hands with soap and water after visiting the toilet. Cleanse your hands before all meals and if sneezing and coughing, using soap and water or an alcohol gel.
- Gently reminding staff to cleanse their hands before touching you, if you think they may have forgotten to do so.
- Not touching or interfering with your dressings, IV drips or tubes.

He whaihua ō
whakahokinga
kōrero

**We like to hear
from you**

We encourage and appreciate feedback. We like to hear what has gone well and what we could have done better. As all comments will help us improve our services, please be assured that nothing you say will adversely affect your current or future care.

**Tell us
what you think**

TALK TO US
You can give feedback to the staff member providing your care, or ask to speak to the person in charge

GIVE US A CALL
Talk to our friendly Customer Relations Team
(06) 350 8980

WRITE TO US
Write us a letter or fill out a *Tell Us What You Think* form
Customer Relations
MidCentral Health
Private Bag 11036
Palmerston North 4442

EMAIL US
Get in contact with our Customer Relations Team by sending us an email
customer@midcentraldhb.govt.nz

GO ONLINE
Fill out our online feedback form found on our website
www.midcentraldhb.govt.nz

If any of these options don't resolve the issue, you can contact the Health & Disability Advocacy on (06) 353 7236 or 0800 55 50 50 or you can contact the Health & Disability Commission on 0800 11 22 33.

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Ō tika | **Your rights**

...WHEN RECEIVING A HEALTH OR DISABILITY SERVICE

If you need help, ask the person or organisation providing the service. You can contact the local advocacy service on 0800 555 050 or the Health and Disability Consumer Advocacy Service on 0800 11 22 33.

Te Mana Tangata | **Respect**

You should be treated with respect. This includes respect for your culture, values and beliefs, as well as your right to personal privacy.

Te Tōkeke | **Fair Treatment**

No one should discriminate against you, pressure you into something you do not want or take advantage of you in any way.

Te Tū Rangatira | **Dignity & Independence**

Services should support you to live a dignified, independent life.

Ngā Paerewa Tōtika | **Proper Standards**

You have the right to be treated with care and skill, and to receive services that reflect your needs. All those involved in your care should work together for you.

Te Whitiwhiti Kōrero | **Communication**

You have the right to be listened to, understood and receive information in whatever way you need. When it is necessary and practicable, an interpreter should be available.

Ngā Pārongo | **Information**

You have the right to have your condition explained and to be told what your choices are. This includes how long you may have to wait, an estimate of any costs, and likely benefits and side effects. You can ask any questions to help you to be fully informed.

Nāu te Whakaaetanga | **It's your decision**

It is up to you to decide. You can say no or change your mind at any time.

Te Tautāwhi | **Support**

You have the right to have someone with you to give you support in most circumstances.

Te Whakaako me te Rangahau | **Teaching & Research**

All these rights also apply when taking part in teaching and research.

Ngā Kōamuamu | **Complaints**

It is OK to complain – your complaints help improve service. It must be easy for you to make a complaint, and it should not have an adverse effect on the way you are treated.

WE ASK ALL PEOPLE WHO ACCESS
MIDCENTRAL HEALTH'S HEALTHCARE SERVICES

AS A CONSUMER OR PATIENT OF MIDCENTRAL
HEALTH SERVICES, WE ASK YOU TO...

- Treat others with respect, courtesy and consideration. This includes respect for their culture, values, beliefs, as well as their personal privacy.
- Treat MidCentral Health's facilities and equipment with care and to assist in retaining a pleasant, healthy and safe environment.
- Maintain loan/hired equipment as requested and return as soon as you no longer need it.
- Observe MidCentral Health's no smoking policy in all facilities and grounds.
- Restrict the use of alcohol and drugs on MidCentral Health premises to those only that have been authorised by the doctor responsible for patient care or some other person authorised by MidCentral Health.
- Inform appropriate staff if you no longer require or wish to continue with treatment or services (eg surgery, clinic appointments, medication). If your decision is against medical advice, you will be asked to sign a statement releasing MidCentral Health and its staff from any responsibility.
- Have a third party present during examinations/interviews if requested by MidCentral Health staff – in line with professional and ethical standards.

AS A VISITOR TO MIDCENTRAL HEALTH
PREMISES, YOU ARE EXPECTED...

- To observe all the appropriate responsibilities of a consumer.
- To follow instructions of staff in the event of an emergency.
- To comply with the requirements of all notices and instructions within the premises.

He pārongo mā
te hunga toro mai
me te hunga
tautāwhi

Information for visitors and support people

SUPPORTING YOUR FAMILY/WHĀNAU MEMBER OR FRIEND DURING THEIR HOSPITAL STAY

Patients have the right to have a support person with them in most circumstances during their hospital stay and it is recommended that patients:

1. Arrange for at least one trusted family/whānau member or friend to be their support person while they are in hospital
2. AND inform their nurse of who their support person or people are.

The role of support people can be very important and so we encourage patients and their support person to ask about how they can be involved in and help with their care. Together with the patient and their support person, we will do our best to ensure they can be there at times that suit them, at the same time meeting our responsibilities to ensure all patients have privacy, safety, quiet and rest to recover. To help us with that, we ask that support people and visitors take note of, and respect the ward routines as well as the needs and rights of surrounding patients and their visitors. Our hospital has a zero tolerance to aggressive behaviour, drug or alcohol intoxication, bad language or violence, and weapons, gang insignia, use or supply of illegal drugs or harmful substances.

Unless the patient has stipulated otherwise, we will direct any enquiries from friends and family members about their health and hospital stay to their nominated support and contact people.

VISITING

Unless otherwise arranged as a support person, please observe the ward's listed visiting hours. If you wish to visit outside these hours, please talk with the charge nurse. Generally we ask that there are no more than two visitors to a bed in a 4–6 cubicle, and a maximum of four visitors per bed in single rooms. Hospital beds have expensive electronic equipment which may be damaged if visitors sit on them so we ask that visitors use the chairs provided. We ask that all children are supervised, ensuring they do not wander unattended, run around or create excessive noise. Please help to prevent infection by following the advice for visitors in this guide, and signs around the hospital. Most wards are flower-free so we ask that you check before bringing or sending flowers to the ward.



PUBLIC TOILETS

Toilets, including disabled access, are available throughout the hospital.

Please do not use the patients' toilets in the wards. Staff will be happy to tell you where the public toilets are located.

PARKING

We have a user pay system for patients, visitors and staff who wish to park on-site. A parking brochure is available at the information desk. The free shuttle delivers patients/visitors to and from their cars (Mon to Fri) and can be identified by its flashing roof-top orange light. Just flag it down if you need a lift anywhere around the hospital grounds.

BUSES

There is a bus stop adjacent to the main entrance on Ruahine Street. Buses travel into Palmerston North city or Feilding.



TAXIS & CABSPOT

There are direct taxi telephone lines available from the main or STAR entrances. Taxi stands are located outside the main entrance or Gate 2B, Heretaunga Street. "CabSpot" pickup spots are located around the hospital. There are 19 CabSpots and they use GPS location technology to bring cabbies right to the pickup spot quickly and easily. Look for them on the hospital grounds or see map at back.

CAFETERIAS

ESPRESSO PLUS: Is adjacent to the main entrance on Ruahine Street. Open usual business hours and Eftpos is available.

THE TOP CAFÉ: Is located on the first floor of the hospital. Follow the signs. Open seven days per week and Eftpos is available. Please be aware that this café is also the main cafeteria for staff with very limited meal times, so it is appreciated if they are given priority and are not waiting in queues.

SNACK AND DRINK VENDING MACHINES: Located near the front foyer of the hospital entrance. A café, dairy and takeaway shop are located opposite the main hospital on Ruahine Street, and a dairy is located on Heretaunga Street.

ATM MACHINE

An ATM machine is available inside the main entrance toward the lifts to the wards on the ground floor. There is also one outside the Top Café.



ACCOMMODATION

Te Whare Rapuora (TWR): the kaupapa of the whare is to provide marae style accommodation (subject to availability) for all ethnicities. Priority is for whānau/family from outside the MidCentral DHB area, supporting critically/terminally ill patients. Te Whare Rapuora can accommodate a maximum of 10 people overnight. For further information please ask staff for the 'Te Whare Rapuora' brochure or phone (06) 350 8210 during usual business hours.



Some services such as oncology and child health have other accommodation options. Please enquire directly to the service.

Several motels are available on Ruahine Street, adjacent to the main entrance of the hospital. Under some situations, the Welfare Office may be able to assist with accommodation – special criteria applies. Please contact the Welfare Office on (06) 350 8944.

Car Parking Map

