

# Haere Mai Welcome

## to Te Toka Tumai Auckland City Hospital

**Te Whatu Ora**  
Health New Zealand

## Your inpatient stay

### Travelling to Auckland City Hospital



Bus stop  
7228

Bus stop  
1028



Grafton  
station

Go to [www.AT.govt.nz](http://www.AT.govt.nz) or call 0800 10 30 80 or (09) 366 6400 to find out more about public transport options.

2 Park Rd, Grafton, Auckland 1142, ☎ 09 367 0000



Grafton  
Road

Gate  
4  
Car park  
B

Park  
Road

Car  
park  
A

Please see our website [www.adhb.health.nz](http://www.adhb.health.nz) for our current parking charges. Drop off and pick up is free for up to 15 minutes.

### Buildings:

- 1 Support Building
- 2 Starship Children's Hospital
- 6 Plant
- 7 Support Services
- 8 Regional Cancer and Blood Services
- 9 Pharmacy Aseptic Production
- 11 Ronald McDonald House
- 13 Clinical Engineering
- 15 Fraser McDonald Unit/ Crèche
- 21 Supply Store, Clinical Records
- 30 Te Whare Awhina - Accommodation
- 31 LabPLUS and Mortuary
- 32 Main Building
- 35 Te Whetu Tawera - Acute Mental Health Unit
- 43 Marion Davis Library
- 56 Haemodialysis



### On your arrival

Our volunteers wear blue coats, they are available to provide friendly assistance and to help you find your way around. You'll find them at all our main entrances. Your patient letter will tell you where you need to go when you get to hospital. Please let the receptionist know you when you arrive. If you have recently changed address, phone number or GP please tell the receptionist.

### Mobility access

Wheelchairs are available at main entrances (C and A) to Auckland City Hospital.

**If you cannot make it or are running late, please call the number on your patient letter. Please read this information before you arrive at Auckland City Hospital to help us make your stay as easy as possible. Please arrive on time or early.**

### What to bring:



Your appointment letter and anything specific that is outlined in your appointment letter.



A list of any medicines you are taking



Money (for parking fees, prescription charges or refreshments). Leave any other valuables at home.



Your passport, New Zealand birth certificate or citizenship certificate.



An overnight bag with a change of clothes and toiletries, if you are staying for more than one day.

## Your stay with us

On your arrival the ward staff will welcome you to the ward and tell you where you can find things. Your room will have a bathroom and shower room.

Meals and hot drinks are provided for you during your stay. Please check with your ward to see what your meal times will be.

You can bring a whānau member or support person with you. If children are with you, make sure someone is there to take care of them at all times. Each ward has whānau rooms which can be used for meetings or to spend time with family and friends.

Mobile phones may interfere with medical monitoring equipment so check with your ward team before using your phone.

## In our care

Our staff will introduce themselves when they meet you. If you are not sure who they are please ask.

The nurse or doctor will explain what treatments or procedures you will be having and ask for your consent before any procedures are carried out.

If you are unclear about anything, please ask. Our staff are happy to explain your care and treatment to you.

A team of doctors may be involved in your treatment and care under the supervision of a specialist.

We are New Zealand's largest teaching hospital, you may be asked if a trainee clinician can be present at your consultation or involved in your care. If you do not want this to happen, you can say no. Be assured that if you say no, it won't affect your care in any way.

## Before you leave

When it's time for your discharge from our care, the ward team will work with you to make sure you have all the information you need to leave the hospital safely. In most cases, this will happen in the morning, and you will go to the Transition Lounge on level 5 to wait for your transport home or to another care facility.

## Interpreter services

If you are deaf, or English isn't your first language, and you need an interpreter please let us know in advance of your stay if possible, so that we can arrange this for you.

## Other support

Social workers and chaplains are available for all patients who need support. Kaiatawhai and the He Kāmaka Waiora Māori Health team are here for patients and their whānau to offer cultural and spiritual guidance.

Just ask your ward staff if you would like to see someone from one of these teams.

## Your health information

Information about your treatment is strictly confidential.

**You can request a copy of your health records by emailing [GROI@adhb.govt.nz](mailto:GROI@adhb.govt.nz) or by writing to:**

### Clinical Records

Te Toka Tumai Auckland  
Private Bag 92024  
Auckland 1142

More information about making a request can be found on **our website** [www.adhb.health.nz](http://www.adhb.health.nz)

## A safe, healthy environment for everyone

Te Toka Tumai Auckland is **smokefree**. If you smoke, you can speak with your doctor or nurse about having free nicotine replacement therapy to remain smokefree and comfortable during your stay.

Help us **prevent** the spread of **infection** by encouraging your visitors to wash their hands, or use the sanitising hand gel provided, when coming and going from your ward.

We have zero tolerance for violence of any kind within our hospitals and clinics. No alcohol or illegal drugs are allowed.



## Healthcare fees

You can find out about eligibility for publicly-funded healthcare on the **Ministry of Health's website**: [www.moh.govt.nz/eligibility](http://www.moh.govt.nz/eligibility). If you are not eligible you will be sent an invoice for your care.

## Your rights

We want to work together with you so that you receive the best healthcare possible. Your patient rights under the Code of Health and Disability Consumers' Rights are outlined in the brochure 'Your Rights'. You can find this brochure and translations on our website [www.adhb.health.nz](http://www.adhb.health.nz)

## Onsite for your convenience



### Pharmacy

Inside the Level 5 atrium.



### Food and drink

A range of healthy food and drinks are available in the level 5 atrium, and at the cafe on level 3.



### Money

An ATM (cash machine) in the level 5 atrium, and outside the ASB branch on Park Road.



### Telephones

Free-call a taxi in the Emergency Department, levels 4 and 9 in Building 32.



### Wifi

Connect to our free wifi network by looking for 'Hospital Hotspot' on your device.



### Parenting rooms

Public toilets and parenting rooms are located on every level of Building 32.

## Get in touch with us

**If you have any feedback about your visit to Auckland City Hospital please share this with us:**

**Call:** (09) 375 7048 | **Email** [feedback@adhb.govt.nz](mailto:feedback@adhb.govt.nz)

**Write to:** Consumer Liaison team,

Te Toka Tumai Auckland, Private Bag 92024, Auckland 1142.

If you want to be a part of improving patient experience and the care we provide, you can join our **online discussion panel here**: [www.healthvoice.org.nz](http://www.healthvoice.org.nz)

**Find out more about our services here:**

[www.adhb.health.nz](http://www.adhb.health.nz) or [www.healthpoint.co.nz](http://www.healthpoint.co.nz)

**Patient enquiries:** 09 375 4300

**Appointment enquiries:** 09 638 0400  
or email [scheduling@adhb.govt.nz](mailto:scheduling@adhb.govt.nz)

**Follow us on:**

