

Haere Mai Welcome

to Te Toka Tumai Auckland
Greenlane Clinical Centre

Te Whatu Ora
Health New Zealand

Your **clinic** visit

Travelling to Greenlane Clinical Centre



Bus stop
1097



Green-
lane
station

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

214 Greenlane West, Epsom, Auckland 1142, ☎ 09 367 0000



Green-
lane
West

Gate 1

Car park
B

Car park
C

and
underground
parking

Car park
D

Please see our website www.adhb.health.nz for our current parking charges. Drop off and pick up is free for up to 15 minutes.



Buildings:

- 4 Greenlane Clinical Centre
- 6 Costley Block
- 7 Clinical
- 8 Eye Clinic
- 11 Contact Centre
- 13 Staff Residence/ Admin
- 14 Admin/ Community Dialysis Unit
- 15 Cornwall Complex
- 16 Cornwall Complex
- 17 Cornwall Complex
- 19 Staff Hall
- 29 Creche
- 30 Home Dialysis Unit

There are **NO emergency services** at Greenlane Clinical Centre.

Mobility access

Wheelchairs are available - just ask at the information desk near the main entrance to the Clinical Centre.

On your arrival

Our volunteers wear blue coats and are available to provide friendly assistance and to help you find your way around. You'll find them at the information desk near the main entrance to the Clinical Centre.

Your patient letter will tell you where you need to go for your appointment. Please let the receptionist know you when you arrive at the clinic. If you have recently changed address, phone number or GP please tell the receptionist.

Please read this information before you arrive at Greenlane Clinical Centre to help us make your visit as easy as possible. Please arrive on time or early for your appointment. If you arrive late, people who are on time will be seen before you.

If you cannot make it or are running late, please call the number on your referral letter.

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.

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.

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.

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 visit if possible, so that we can arrange this for you.

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 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

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 visit.

Help us prevent the spread of infection by washing your hands, or use the sanitising hand gel provided, when coming and going from the clinics.

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

Zero tolerance to violence



No smoking



Hand hygiene



Healthcare fees

You can find out about eligibility for publicly-funded healthcare on the **Ministry of Health's website:** 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 it on our website www.adhb.health.nz

Onsite for your convenience



Pharmacy

Inside the main entrance to the Clinical Centre.



Food and drink

You can buy a range of healthy snacks, meals, and drinks inside the Clinical Centre. There is also a café across the carpark in the lower ground floor of the Cornwall Complex.



Money

An ATM (cash machine) is on the ground floor of the Clinical Centre.



Telephones

You will also find a taxi free-phone on the ground floor of the Clinical Centre.



Wifi

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



Parenting rooms

Public toilets and parenting rooms with baby change areas are located on the ground floor of the Clinical Centre.

Get in touch with us

If you have any feedback about your visit to Greenlane Clinical Centre please share this with us:

Call: (09) 375 7048 | **Email:** 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

Find out more about our services here:

www.adhb.health.nz or www.healthpoint.co.nz

Patient enquiries: 09 375 4300

Appointment enquiries: 09 638 0400

or email scheduling@adhb.govt.nz

Follow us on:

