



Manuka Street Hospital



Patient Information

Our Hospital

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Welcome to Manuka Street Hospital

During your stay at Manuka Street Hospital, we aim to provide you with excellent quality surgical care supported by exceptional nursing care and support services. Throughout your stay, our staff will be striving to make your visit pleasant and comfortable.

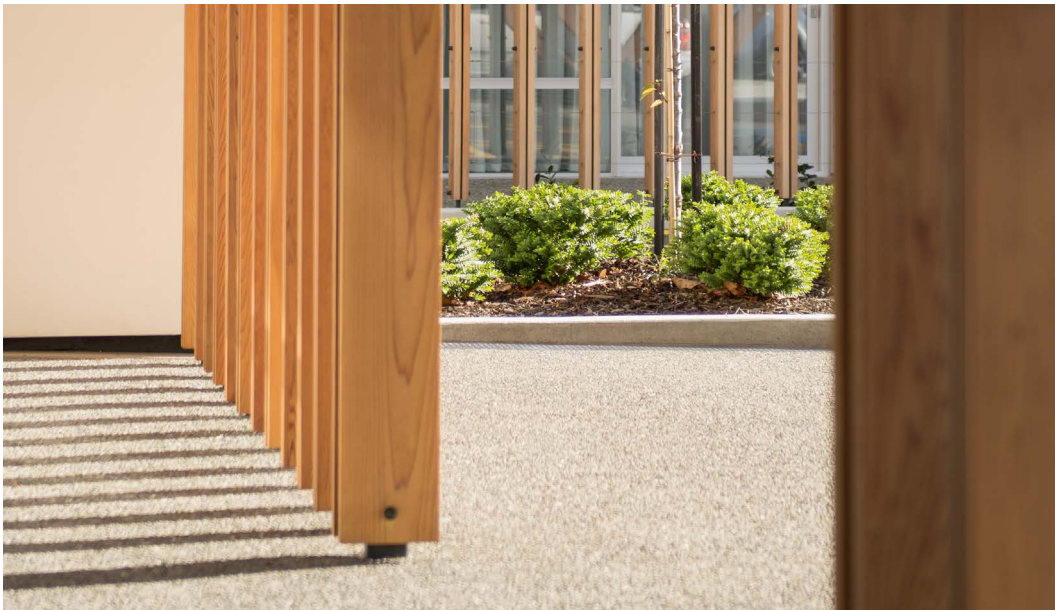
This brochure outlines important information that you will need before admission, during your stay and when you return home. If you have any questions or concerns about any aspect of your surgery or care, please don't hesitate to call us on (03) 548 8566.

Margaret Gibbs. *General Manager*

Manuka Street Hospital has been providing surgical services to the Nelson community since the early 1900s and has been on the current site since 1966. The Hospital offers a relaxing environment, which blends modern facilities with traditional personal attention. Facilities include three modern operating theatres performing 2500 procedures per year, a spacious and comfortable inpatient suite, and a Day-stay unit.

Manuka Street Hospital offers endoscopy, general, gynaecology, orthopaedic, otolaryngology (ear, nose and throat), plastic, urology, oral maxillo-facial and bariatric surgery services. All specialists using our Hospital are credentialed to ensure the validity of their qualifications, experience and skill. Many of the surgeons are recognised nationally as experts in their fields and choose Nelson as a base for its lifestyle options. Our nursing staff provide a valuable contribution to your treatment and are selected not only for their clinical ability but also for their friendly and caring manner.

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IMPORTANT – PLEASE READ BEFORE ADMISSION

Before admission – Reminder Checklist:

- ☐ Return (deliver, fax, scan and email) your completed **Patient Admission Form and Patient Health Questionnaire** to the hospital to arrive no later than **one week prior** to your admission. **If you post these forms please allow 1-2 weeks for delivery.** Attach a list of your current medications from your pharmacy or General Practitioner.
- ☐ Contact your insurance provider about prior approval or if an ACC client, ensure that your procedure has been approved.
- ☐ Attach your prior approval letter if you are having your procedure through health insurance.
- ☐ Arrange for privately funded surgery to be paid prior to admission and any insurance co-payment to be paid to the hospital 3 days prior to surgery.
- ☐ Note any special dietary requirements/ food allergies on your Patient Health Questionnaire.
- ☐ Ensure you have clear instructions from your surgeon about which medications are to be taken prior to surgery.
- ☐ Ensure you know when to stop eating and drinking prior to your procedure. Avoid alcohol and smoking for 24 hours before surgery. Avoid herbal supplements from seven days prior to surgery. See Eating and Drinking Before Surgery instructions.
- ☐ Organise transport to and from the hospital for your 11am discharge.
- ☐ Organise a support person to stay with you overnight on the day of surgery (if you are not staying in the hospital overnight). Consider support you will require (see page 6).
- ☐ Please ring us if anything has changed since you were booked for surgery. **If you are unwell (or have a new injury) the day before or day of surgery – please ring us URGENTLY Phone (03) 548 8566.** It is very important that you do not come to the Hospital if you may be infectious.

On the day:

- ☐ **Bring all of your medications to the Hospital in their original containers (pharmacy filled blister packs only Not self-filled containers) and a current list of your medications from your pharmacy or General Practitioner** (you can phone your pharmacy or General Practitioner to get them to fax this directly to the hospital (03) 548 2767). Handwritten lists are not acceptable. This is a legal requirement – if you do not provide this information your surgery may be delayed or cancelled. Include over the counter preparations including herbal and natural remedies and supplements.

Eating and Drinking Before Surgery:

For your personal safety, there is a period before your operation when you must not have anything to eat or drink (including water, sweets and chewing gum). See instructions below.

The reason for this Nil-by-Mouth period is to eliminate the risk of food or fluid passing from the stomach into the lungs while you are asleep under anaesthetic. Aspiration of the stomach contents into the lungs can cause pneumonia-like illness that is potentially fatal.

Nil-by-Mouth Instructions for Patients

These are guidelines for patients to follow prior to surgery at Manuka Street Hospital, unless otherwise advised by your Surgeon or Anaesthetist.

For Morning Surgery:

- No food after midnight the evening before.
- You are allowed to drink up to 1 large glass of water per hour until 2 hours before your surgery time e.g. if surgery at 0930 then drink water until 0730.
- Nothing else within 2 hours of surgery.

For Afternoon Surgery:

- No food after 0730 the morning of surgery.
- You are allowed to drink up to 1 large glass of water per hour until 2 hours before your surgery time e.g. if surgery at 1230 then drink water until 1030.
- Nothing else within 2 hours of surgery. Eating or drinking too close to surgery may mean your surgery will be postponed or cancelled.

If you have questions please contact Manuka Street Hospital for guidance.

Please ring if you have any questions or concerns on (03) 548 8566.

Our Facilities:

Day-stay Unit:

We have six Day-stay comfortable reclining chairs or recovery beds. Refreshments and a telephone are available.

In-patient Ward:

We have 22 private rooms with ensuites. Each room has its own remote control TV with Sky access, a telephone and internet access. A newspaper is provided Monday-Friday.

Children:

If your child requires an overnight stay, a parent or caregiver may room-in to ensure your child's stay is as reassuring as possible. You may like to visit the hospital before admission to familiarise your child with the surroundings.

Parents may accompany their child to theatre and stay with them until they are asleep. Please discuss your needs with your nurse on arrival.

(Please note that a charge applies; if your child's procedure is approved by ACC, you will need to pay this charge prior to admission.)

Meals:

We receive many compliments about our meal service, which provides healthy choices prepared and freshly cooked in our own kitchen each day.

If you are an In-patient, you will receive a daily menu; please select from the options. There is a special light option menu. In addition, morning and afternoon tea is served with a variety of home baked treats.

There are ice blocks, jelly and ice cream available for children. Please discuss the appropriateness of these with your nurse.

Day-stay patients will be offered tea, coffee and fresh sandwiches prior to discharge.

If you have any special dietary needs/ food allergies please detail these on your Patient Health Questionnaire form and feel free to discuss these with your nurse.

Telephones:

You are welcome to call family and friends using our direct dial facility (for local calls) or you may use your own mobile phone if you prefer. Family and friends can contact you by phoning (03) 548 8566.

Internet:

Internet (Wi-fi) is available in each patient's room. Please ask the Reception staff for the password.

Patient Lounge:

A separate lounge is available for patients and their families, with tea and coffee facilities available. We have a very limited range of reading material, please bring your own preference.

Smoking:

The Manuka Street Hospital campus is Smokefree: smoking is not permitted within the Hospital or its grounds. This includes e-cigarettes and vaping.

Animals / Pets in our hospital:

As part of our Infection Control programme, we do not allow animals, apart from service animals, into our hospital buildings. However, we appreciate the visit of a beloved pet can speed recovery. Please discuss opportunities for your pet to visit with your nursing team (applies to Ward patients only).

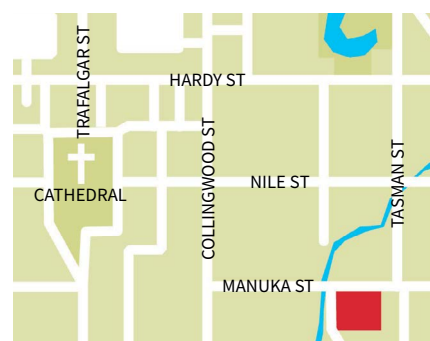
Visiting Hours:

Visitors are welcome between 9am and 8pm; if you would like visitors outside of these hours please discuss this with your nurse. Please note that limitations may apply at the discretion of your nursing team. On the day of surgery, visitors should first telephone Reception to check if visiting is allowed. If you do not want visitors or to receive telephone calls, please inform your nurse.

Parking:

Free parking is available on site and in the vicinity of the Hospital. Patients and their visitors may use the Manuka Street Hospital staff car park, or car park directly in front of the main entrance.

Note: In times of heavy rain fall or flooding the Manuka Street ford may close.



Before Admission:

Admission Form and Patient Health Questionnaire:

Please complete all areas of your admission form and the Patient Health Questionnaire and then either drop it into Reception, fax, scan and email no later than **one week prior** to your surgery date to:

Manuka Street Hospital

36 Manuka Street

P.O. Box 297

Nelson 7040

Email:

administration@manukastreet.org.nz

If you post these forms please allow 1-2 weeks for delivery

To ensure a physically safe environment for all patients and medical practitioners, we have eliminated all possible manual lifting by using mechanical aids as well as safe positioning and holding methods. The Patient Health Questionnaire includes questions relating to your physical status to help us plan your care.

Please ring us if anything has changed since you were booked for surgery. If you are unwell (or have a new injury) the day before or day of surgery – please ring us URGENTLY - Phone (03) 548 8566. It is very important that you do not come to the Hospital if you may be infectious.

Prior Approval:

Please provide Manuka Street Hospital with a copy of your prior approval letter from your health insurance company as soon as you receive it.



Admission to Manuka Street Hospital:

On arrival at the hospital you will be welcomed by our Reception staff, and transferred to either Day-stay or the Ward.

From here, your details will be checked and a nurse will explain your surgery and your stay at the Hospital. At times it will seem that there is a lot of duplication, with nurses repeatedly asking the same or similar questions; however, this is part of the thorough checking process that we use to ensure your safety.

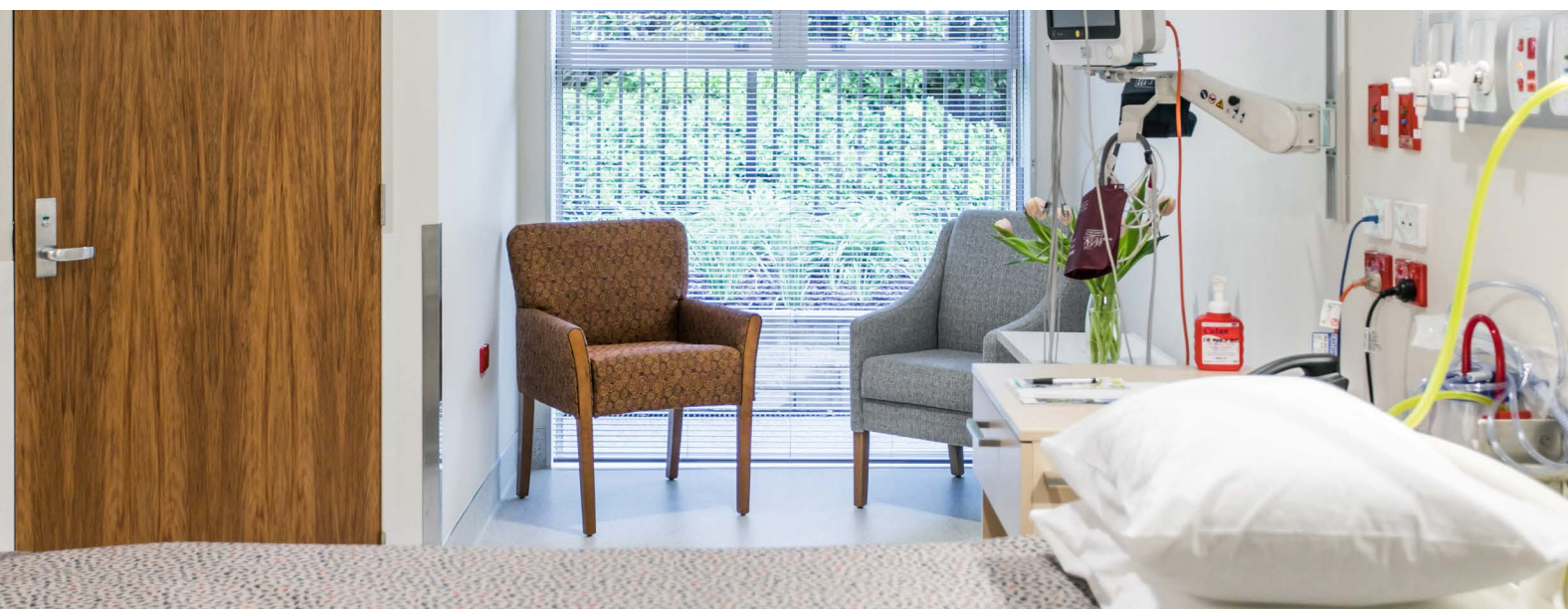
If there are any changes to the information given on your admission form, it is important to let us know so we can update your records.

We understand this may be an anxious time for you and our aim is to make your stay as pleasant as possible.

Arrival time:

The time you have been asked to arrive at the hospital is your admission time, not your operation time. We plan your admission time to avoid long waiting times before your arrival in theatre; however, sometimes procedures take longer than planned. We will keep you informed of any delays that alter your expected operation time.

If you are unavoidably delayed, please telephone Manuka Street Hospital, if possible (03) 548 8566.



Medical Care While in Hospital:

Your medical care while you are in hospital is the responsibility of your surgeon, while your nursing care will be provided by our team of nurses.

Manuka Street Hospital does not employ doctors at the hospital, but your surgeon will visit you regularly during your stay.

Should the need arise, we will phone your surgeon to attend the hospital to provide further prompt specialist assessment or additional medical treatment.

What should you bring?

(All patients)

Please bring:

- List of current medications from your Pharmacy or General Practitioner
- Any x-rays, CT or MRI films or reports
- Reading glasses
- Hearing aid
- A favourite toy or book for children
- Walking aid
- Please wear comfortable, loose clothing to the hospital

If you are staying overnight or longer

Also bring:

- Night wear
- Non-slip slippers or footwear
- Toiletries
- Personal reading
- I-pad / computer / mobile phone
- A favourite pillow if you wish
- Clothes to go home in
- All medication you are currently taking, including herbal and natural remedies.

Please ensure you bring your medications in their original containers (pharmacy filled blister packs only Not self-filled containers) and a current list of your medications from your pharmacy or General Practitioner (you can phone your pharmacy or General Practitioner to get them to fax this directly to the hospital (03) 548 2767). Handwritten lists are not acceptable. This is a legal requirement – if you do not provide this information your surgery may be delayed or cancelled.

Manuka Street Hospital provides robes, gowns, towels and a hairdryer.

Personal Laundry:

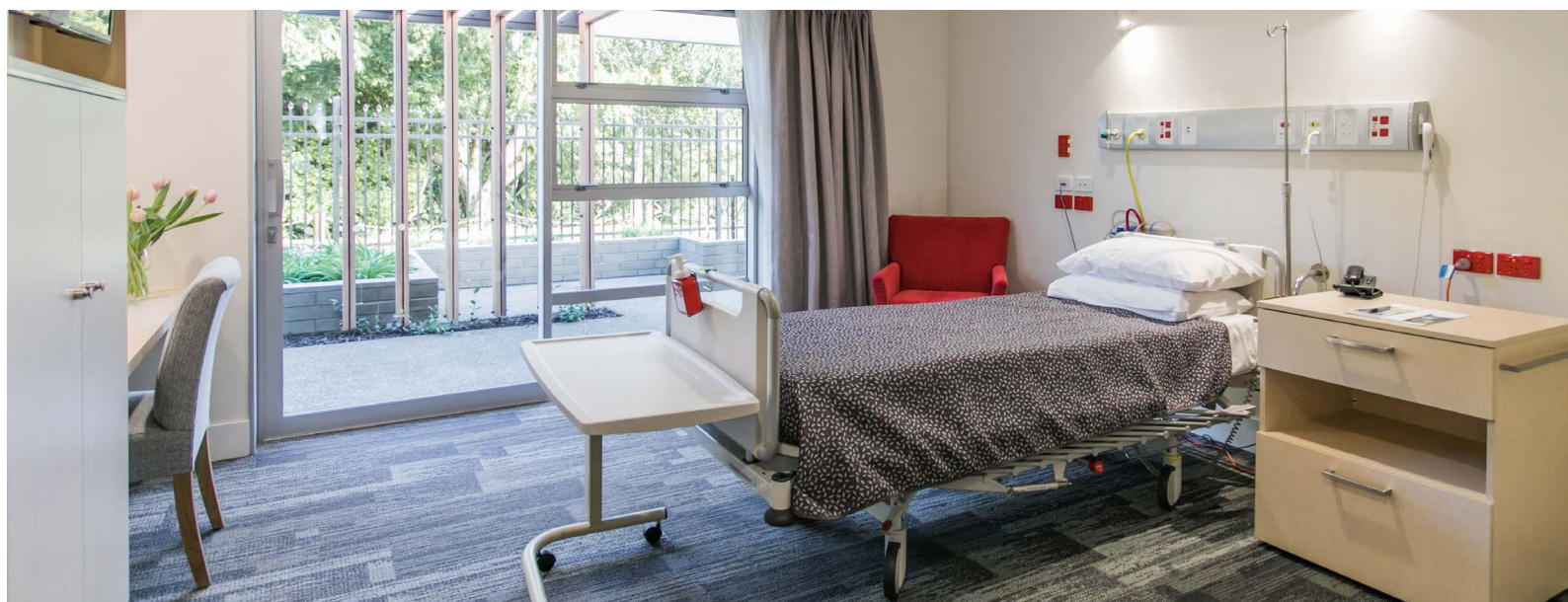
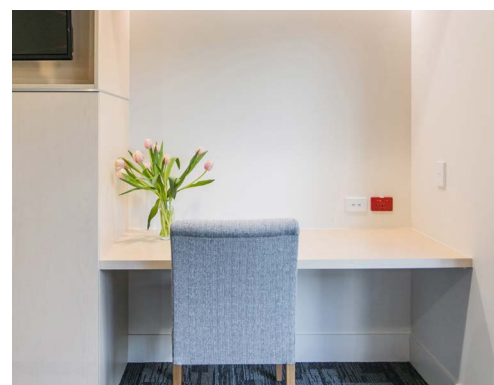
Manuka Street Hospital has no facilities for personal laundry so please arrange this with your family / support person.

Valuables and Jewellery

(including piercings):

Please do not bring these with you as Manuka Street Hospital cannot take any responsibility for their safe keeping.

Jewellery will be required to be removed for surgery, but wedding rings may be taped if surgery is not on this arm.



Before your admission please consider the following:

- How will you manage at home following your operation, i.e. meals, showering, housekeeping, groceries, child care.
- Will you need any special equipment to assist you at home, i.e. wheelchair, walking aid. Manuka Street Hospital provides a limited range of aids.
- How will you get home from hospital?
- Who will stay with you overnight after discharge?

Transport and post-operative care at home:

Please make arrangements before your admission for an adult to collect you from the Hospital and to stay with you for the first 24 hours after discharge.

It is illegal to drive for 12 hours after a general anaesthetic. Local anaesthetics, sedation and some medications may impair your vision and your ability to drive safely. If you have an accident when advised not to drive by your specialist, your insurance may not be valid and you may face prosecution.

You should not operate machinery for 24 hours after an anaesthetic, sedation or while taking some medications as you may have an accident.

Cultural / Spiritual Needs:

If you have any specific cultural/ spiritual needs, please contact the Hospital prior to your admission.

Interpreter Services:

If you require this service, please inform your surgeon or the Hospital prior to admission so that we can ensure an interpreter is available on your arrival.

There is an extra charge for the interpreter service. PLEASE NOTE: That relatives may not provide interpretation for Consent purposes.

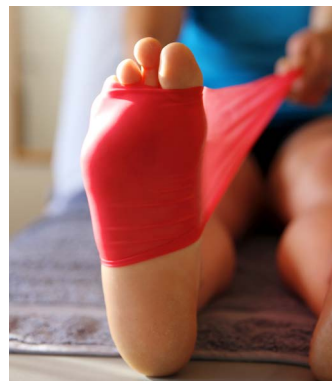
Māori Health Support Services:

If you require this service please contact us prior to your arrival.

Physiotherapy Services:

Jean Willy Physiotherapy has been contracted by Manuka Street Hospital to provide physiotherapy services to patients following surgery. Jean, or one of her team, is available to visit you in the hospital after your operation.

If you are a Southern Cross patient undergoing a hip or knee replacement, you will receive a physiotherapy visit automatically as part of your surgery (included in the cost of your surgery). For all other surgeries, you can request a physiotherapy visit; this can be arranged by asking the surgeon or nursing staff once you are in the hospital, or by contacting Jean directly before you go into hospital on (03) 546 8722. There is an extra charge for this service.



Preventing Surgical Infections:

Manuka Street Hospital participates in a national surveillance program, which aims to monitor and reduce the incidence of surgical site infections.

If your procedure meets the criteria for inclusion in this program, you will receive a letter inviting you to participate. We will contact you around 30 days after your procedure to ask you a few simple questions about the post-operative healing of your wound. Your responses will help us to maintain our very low infection rate and your assistance is greatly appreciated.

If you have any concerns, or require more information, please contact the Infection Prevention and Control Nurse at the Hospital.

Please see the 'Preventing infection after surgery information' in your Admission pack.

Preparation for surgery:

Your specialist will explain the nature of your operation to you and you will have the opportunity to ask questions about the operation, the likely outcome, side-effects, risks, how long it will take to recover etc. However, it is important to note that every operation requires specific preparation. To give you a general understanding of what to expect, we have prepared the following as a guide:

- You should take your normal medications unless otherwise advised by your specialist.
- It is advisable to stop any herbal supplements at least 7 days prior to surgery.
- Please shower prior to admission.
- You can wear deodorant, but please do not wear perfume, talc, moisturiser, oils, makeup or nail polish (includes gel, shellac and false nails).
- For some operations you may undergo special preparation such as hair clipping (which we will do at the Hospital).

- Please do not shave/wax your legs at least three days prior to hip, knee or ankle joint surgery (to reduce likelihood of infection).
- For operations requiring bowel preparation, your specialist will provide the necessary medication and instructions.

If you have any concerns please discuss them with:

- Your specialist
- Your General Practitioner
- Your ACC Case Manager (if an ACC client) or
- Contact us at the Hospital. We can offer advice and assist you with preparing for discharge home.

Pre Admission Clinic

- All patients having a major procedure or who have pre-existing medical conditions that may affect their surgery or recovery, are enrolled for a consultation with the pre-admission nurse. The purpose of the consultation is to ensure a safe outcome from surgery and to ensure surgical site infections are reduced. There is a charge for this consultation. Please discuss with your surgeon if you do not wish to attend.



Leaving Hospital / Discharge:

In patients:

Your specialist, in consultation with you, will decide on a day of discharge. (See page 9 - Discharge time.)

Day-stay patients:

Once you are sufficiently recovered, your nurse will discharge you (usually 1-3 hours after surgery).

All patients:

Before you leave the Hospital your specialist / nurse will advise you of what to expect over the coming days and weeks as you recover. You will receive full information on what to do when you get home, any necessary follow-up appointments or ongoing treatment or medication, and contact information should you require any assistance.

Referral to support services, home help or district nursing will be made according to your individual needs.

If you need any special equipment on discharge, e.g. crutches, raised toilet seat, pickup claw etc., we can assist you with these. There is a charge for the hire of these aids, please contact the hospital for information on the charges.

Please ask if there is anything you are unsure of before you leave.

ACC Patients:

Your treatment is covered by your surgeon for six weeks after your discharge from Manuka Street Hospital. If you require non-urgent medical assistance (including the removal of sutures), which is related to your procedure, please contact your surgeon in the first instance or contact Manuka Street Hospital for advice. If you choose to visit your General Practitioner (GP) or other health professional instead of your surgeon, ACC will not cover the costs of this visit.

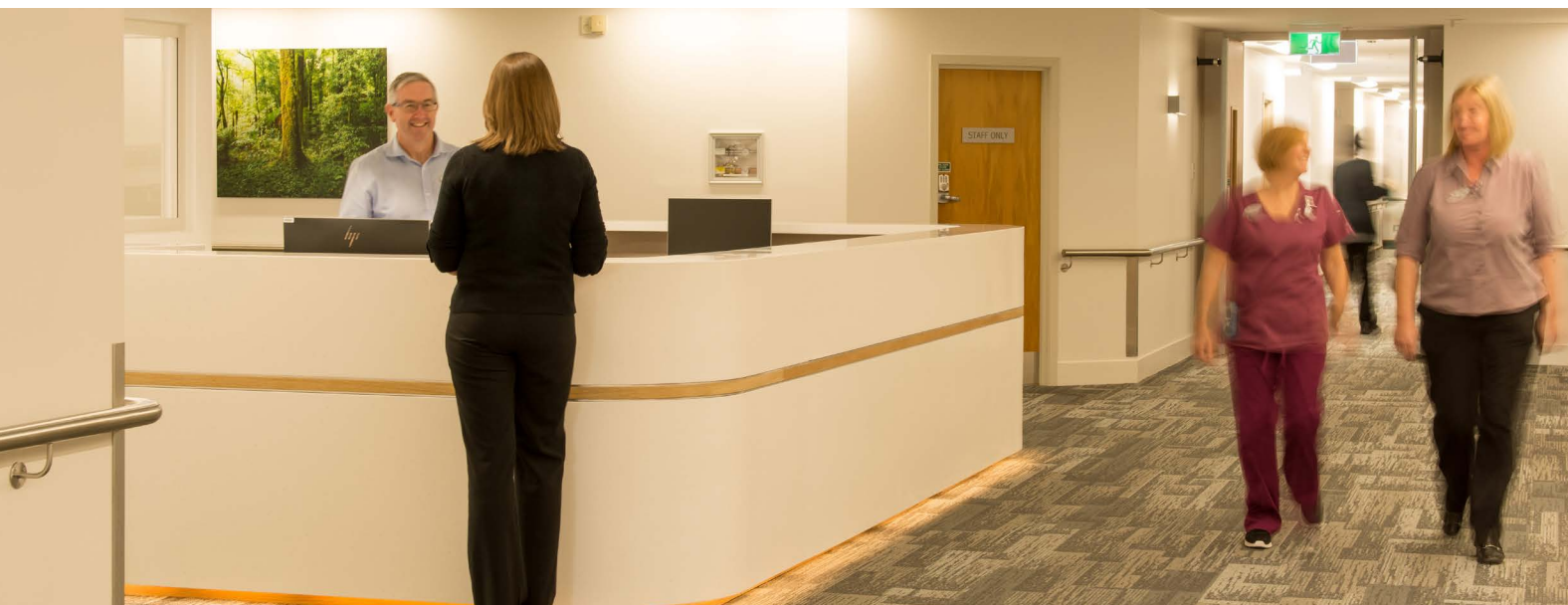
For urgent Medical Emergency assistance please contact or make your way to:

Medical & Injury Centre

(Orange building next to Emergency Department, Nelson Hospital)
98 Waimea Road, Nelson. Telephone 03 546 8881 (Open 8am-10pm daily)

Emergency Department

Nelson Hospital – Waimea Road
Telephone 03 546 1800 (Open 24 Hours)



Discharge Time: Monitoring your health after your discharge:

Your surgeon / nursing team will discuss your discharge time with you on admission. **We expect patients to be discharged from the Ward by 11:00am so that extra charges are not incurred.**

Please remember you should organise for someone to drive you home from hospital and for a responsible adult to care for you for at least 24 hours after discharge.

It is illegal to drive for 12 hours after a general anaesthetic. Local anaesthetics, sedation and some medications may impair your vision and your ability to drive safely. If you have an accident when advised not to drive by your specialist, your insurance may not be valid and you may face prosecution.

You should not operate machinery for 24 hours after an anaesthetic, sedation or while taking some medications as you may have an accident.

If you have any concerns or questions once you get home please contact our staff for further assistance, phone (03) 548 8566.

It is very important to monitor your health after your hospital discharge. Please study the chart below so that you know who to contact should you start to feel unwell or show any of the symptoms outlined.

Signs you should watch for

Raised temperature (fever) or chills

Excessive bleeding or wound ooze

Increased pain, redness or swelling in or around the wound

Feeling unwell, nausea or vomiting

Pain in pelvis

Redness, pain, swelling or tenderness in your legs

Sudden shortness of breath and/or pain in your chest

Coughing up blood-streaked mucus

*These symptoms indicate an **emergency**. Call the ambulance on 111 and inform them of your symptoms and recent surgery.*

*Contact your surgeon (and/or GP) **immediately** if you experience any of these symptoms, or any others that concern you*



Your Account:

Your specialist will have explained the estimated costs of your treatment to you before admission, including an estimate of the hospital cost, surgeon cost and anaesthetist cost.

If you are a member of a medical insurance scheme, please contact your insurance company, prior to admission, to obtain approval for your procedure.

If you are an ACC client, your specialist will apply for approval from ACC prior to your surgery.

Once approval is obtained you can be booked for surgery.

Insurance and private paying clients:

Your accounts from the hospital, surgeon, anaesthetist (physiotherapy and other services) will be sent to you directly. We will send a copy of your hospital invoice directly to your insurer (except Southern Cross). Usually the insurer will not pay the claim until it has received all three accounts.

If your procedure is contracted through the Southern Cross Affiliated Provider Programme, you will receive a statement for the shortfall (co-payment) between your cover and the procedure price, which will have been notified to you at the time of confirming your Prior Approval.

Private Paying Clients:

Your procedure requires a pre-payment. Please ensure the pre-payment is made at least three days prior to your surgery, or your surgery may be delayed. Our direct credit details are below should you wish to make a payment via internet banking.

When making a pre-payment by direct credit, please ensure your National Health Index (NHI) number (from your surgeon) is the Reference and your Surname is the Code.

ACC clients:

Your accounts will be sent directly to ACC.

Non New Zealand Resident:

Please be aware that as a Non New Zealand resident you may be liable for extra expenses from other providers of medical services e.g. laboratory tests; your surgeon will discuss this with you. You will be required to complete an 'Acknowledgement by Non New Zealand Residents' form, which states that you have a valid visa, and that you understand your account settlement.

Payment options:

We accept most credit cards, EFTPOS, cash, and internet banking is available.

Internet banking is the preferred option of payment:

Manuka Street Hospital
ASB 12-3193-0025426-00

Please use your Invoice Number or National Health Index (NHI) number as the Reference, and your Surname as the Code.

Overdue Accounts:

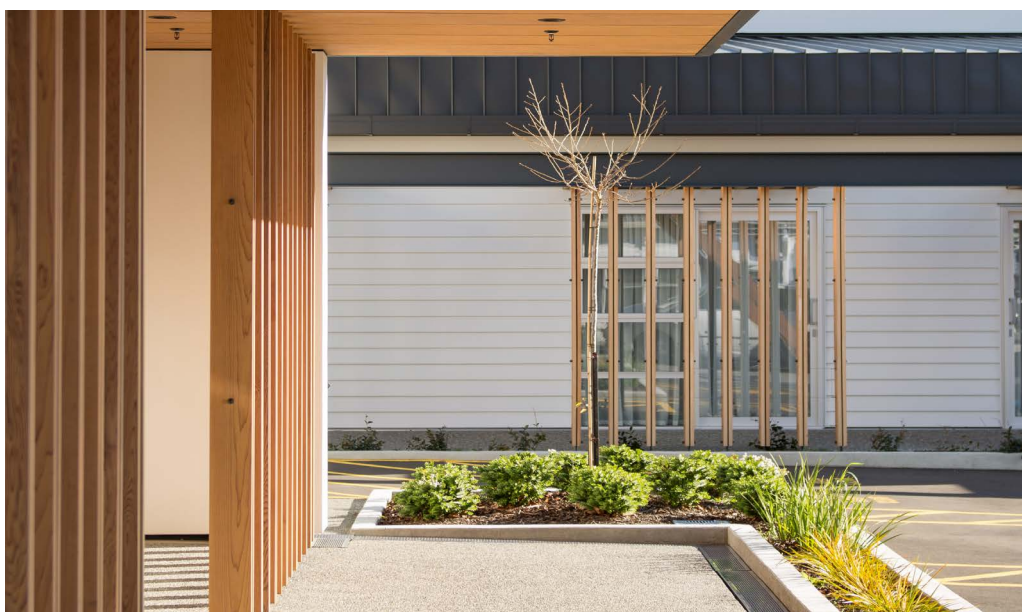
Please note our Terms of Trade on the Admission Form. If you are having problems with payment, please contact the General Manager or Administration Manager as soon as possible. In the event that your account is not paid and no contact has been made, we reserve the right to add interest as per our Terms of Trade and all costs of collection to your account.

Extra Charges:

Extra charges apply if you decide to stay past the discharge time (11:00am).

Account Enquires:

For all account enquires please contact us on 03 548 8566 or via email accounts@manukastreet.org.nz



Your Rights and Responsibilities: Privacy:

Manuka Street Hospital is committed to delivering care within the Code of Health and Disability Services Consumers' Rights. Information on the Code of Rights and advocacy / support service is available in all patient rooms, the Day-stay unit and Reception.

Under this Code you have a right to:

- Be treated with respect
- Be treated fairly and without discrimination
- Dignity and independence
- Service of an appropriate standard
- Effective communication
- Be kept fully informed
- Have informed choices and to give informed consent
- Support
- Full rights when participating in teaching or research
- Complain
- Confidentiality and privacy

We encourage you to:

- Be actively involved in decisions about your care
- Respect the rights of other patients
- Comply with the no smoking policy
- Respect the privacy of our staff

We have a zero tolerance of violence – verbal or physical

To access advocacy/support services phone (03) 544 4116. This is a free and confidential service that can assist you if you have any concerns.

Manuka Street Hospital complies with the Health Information Privacy Code. All personal information collected is protected by the Privacy Act 2020. By law, we must retain your health records for ten years. You have the right to access any health information about you held by Manuka Street Hospital at any time. A request can be made through our Privacy Officer.

Your health information is collected to enable us to provide you with the best possible care and treatment during your stay, to share necessary information with others involved with your care, and for administration purposes.

If for any reason you are transferred to another hospital a copy of your notes from Manuka Street Hospital will accompany you. On discharge, a summary of your treatment will be sent to your General Practitioner by your surgeon. A copy of the Health Information Privacy Code is available for further information if desired.

Your Health Information:

We need to collect and store some information about you to ensure Manuka Street Hospital provides safe, effective, high quality treatment to you, and provide government agencies with information to which they are legally entitled.

We undertake to:

- Collect information which is appropriate to your care
- Use the information for its intended purpose
- Keep the information secure in your medical file and/or our computer system, where only authorised staff access that information
- Only pass on to government agencies that information to which they are legally entitled
- Allow you to check the accuracy of any information about you
- Correct information as directed to you

Who will see this information?

Your health information will only be passed on to:

- Staff involved in providing and administering health care treatment to you
- Outside agencies which assist us in providing your care e.g. medical laboratories, radiology
- Funders e.g. ACC and health insurers (as appropriate)
- Ministry of Health for health and research and statistical purposes (as they are legally entitled to this information).
- Certain Registers e.g. the Cancer Registry, New Zealand Joint Registry, for research and statistical purposes.

Why is this information needed?

Your Details	It is very important that we are able to identify you so that we do not confuse you with anyone else. This information is mandatory.
Ethnicity	The Ministry of Health requires this information for statistical purposes. This information is mandatory.
Residency	Your entitlement to health care services may depend on your residency status. If you have lived in New Zealand for under two years you will be required to supply further information. This information is mandatory.
Occupation	Your occupation may affect your health, recovery and return to work. Supplying this information ensures you receive the appropriate care. This information is voluntary.
Emergency Contact Details	In an emergency, it is important that the hospital knows who should be contacted. This person can be, for example, your next of kin, spouse, partner, close friend or neighbour. This information is essential.
General Practitioner (GP) (Family Doctor)	Your GP may be required to supply details from your file e.g. medication list. Your information will be made available to your GP on discharge. This information is essential.
Payment Details	This information ensures that we invoice the person or agency paying for your procedure. It is important that we know who is paying for your procedure so we can ensure we have received your prior approval, so that your claim will be accepted, and you do not have to pay out of your own pocket. This information is mandatory.
Patient Health Questionnaire (PHQ)	Information provided on the PHQ allows the medical team providing care e.g. your anaesthetist, to make a comprehensive assessment of your health, how you may be affected by an anaesthetic, and which anaesthetic to choose. Some usual medications/ remedies and supplements may cause complications in surgery so it is important we know the medications you are taking (both prescribed and over-the-counter). Smoking and alcohol can affect your breathing, and when you have an anaesthetic we need to know this information. Current medical conditions, pregnancy, and previously acquired infections (and where they were acquired) may require special nursing conditions or further medication to ensure the best outcome for your procedure. We need to know how to best support you while you are in hospital, so we need to know if you have any disabilities. We also need to know if you have any allergies (food, medicines and latex or other substances) to ensure you do not have a severe reaction. If there is something you would like us to know but would prefer not to write this down, we ask that you phone the Clinical Nurse Manager of the Ward on 03 548 8566 to discuss your concerns, or if you have any questions. All of the information we request is mandatory in this section to ensure your safety.



Having a Joint Replacement? Please read

The New Zealand Orthopaedic Association has a New Zealand Joint Registry which records the technical data on all artificial joint replacement surgery performed in New Zealand e.g. the different types of artificial joints implanted, whether cemented or not, how long the operation took, the need to use antibiotics. The Register will provide independent data on the performance of these artificial joints over many years. The data will be used in the future for an audit of joint replacement outcomes and will identify the factors which will provide the best long term surgical results for New Zealanders.

Your consent is required to allow your name, address, date of birth, national health index (NHI) number along with the technical data on your joint surgery to be forwarded to the Registry.

We need this information in order to track the outcome of your artificial joint replacement over many years.

No other personal information will be entered without your written consent and it will not be possible to identify your name from any information taken from the database for audit purposes.

If you wish to withdraw from the Register, you may do so by writing to:

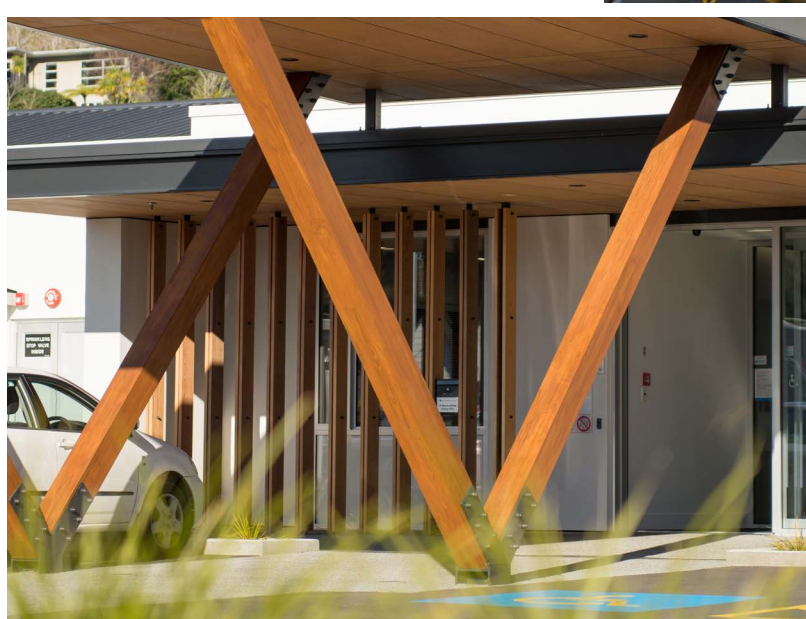
The New Zealand Joint Registry
Department of Orthopaedic Surgery and
Musculoskeletal Medicine
Christchurch Hospital
Private Bag 4710
CHRISTCHURCH 8140

Withdrawing from the Register will not affect your current or future health care in any way.

On admission, you will be asked to consent to your name, address, date of birth, national health index (NHI) number along with any technical data on your joint surgery being forwarded to the New Zealand Joint Registry.

Your Feedback:

Our aim is to provide you with excellent service and care. We appreciate your comments and suggestions as these assist us to improve our services. On discharge, you will receive a patient feedback survey; please take a few minutes to complete the survey. If you have any concerns or wish to discuss any aspect of your care in more detail, please contact the General Manager via Reception.





Manuka Street Hospital

Manuka Street Hospital

36 Manuka Street

Nelson 7010

New Zealand

Telephone: +64 (0)3 548 8566

Email: administration@manukastreet.org.nz