



KENSINGTON
PRIVATE HOSPITAL



Patient Information

Caring for Northland
Tiaki hauora mō Te Tai Tokerau



Kia ora, welcome

Kensington Private Hospital is dedicated to delivering you excellent quality surgical care backed up with exceptional nursing care and service. Throughout your stay our staff will be striving to make your visit as safe and comfortable as possible.

Going to hospital can be daunting, so please take the time to read all the enclosed information as it is designed to ensure you and your family are aware of what to expect throughout your hospital stay. We want your stay with us to meet your expectations and our high standards.

If you have any queries about your hospital stay or require further information, this is available on the Kensington Private Hospital website and via your **Personify Care** account.

Privacy

Under the provisions of the Health Information Privacy Code 2020 there is a requirement for us to collect and store information about each patient to help provide good and safe treatment. It is mandatory for us to send certain health information to other organisations such as the Ministry of Health.

Your medical records will be kept secure and only be accessed by authorised personnel. By law we must retain your health records for ten years. You, as a patient, have the right of access to your notes during this time.

Requests for access to your notes should be made through our Privacy Officer.

Taking Photos, Videos or Audio Recordings

During your visit to Kensington Private Hospital, we ask that you do not take any photos, videos or voice recordings as this may compromise other patients privacy.

Your Rights

As a health consumer you are protected by the Code of Health and Disability Services Consumers' Rights. You will find more information about this throughout the hospital. We encourage you to be actively involved in decisions about your care and will keep you fully informed at all times.

Advocacy

Access to the Health & Disability Advocacy Service, a free and confidential service, is available by calling **0800 555 050** or visiting **advocacy.org.nz**

We want your stay with us to meet your expectations and our high standards.



Hospital Information

Meals

Our dedicated kitchen provides healthy choices. Inpatients will be asked to select from the varied menu each day. Our menus include diabetic, vegetarian and gluten free options. If you have any dietary needs you will be prompted in **Personify Care** to provide details, but please reiterate these to your nurse on the day of your admission.

Free WiFi

Stay connected with our free WiFi services which are available throughout the hospital.

Passwords are available from reception and the nursing staff.

Newspapers

The NZ Herald is available daily.

Smokefree

Kensington Private Hospital is a smoke free site. For support and advice on smoking cessation, contact Quitline by phoning **0800 778 778** or visiting **quit.org.nz**

Visitor Information

- Visiting hours are between 7:00am and 7:00pm or by special arrangement
- We offer complimentary tea and coffee
- Free parking is available on the street

Patients staying overnight can be contacted by phoning **09 437 9080** followed by the Inpatient Cordless Extension **711**.

Physiotherapy

Your Surgeon/Specialist will request this if necessary. The service is provided by independent contractors and is invoiced separately. If you require information regarding the cost of this service please check with the Physiotherapist or your Nurse.

If you require ongoing physiotherapy after your return home, our Physiotherapists can arrange a referral to a local physio or one of your choice.



*Our dedicated
kitchen provides
healthy choices.*

Support Services

Personify Care will prompt you to provide details on any cultural, spiritual or communication needs to help us prepare for your hospital admission.

Nearby Facilities

- Kensington Pharmacy is within walking distance of the hospital. Please note, the cost of your discharge prescriptions are not included in your hospital account. The pharmacy will charge you directly at time of collection
- Supermarkets and takeaways are available close by
- There are a number of motels close to Kensington Private Hospital. If you require assistance regarding accommodation, please contact us.

Before you come to Hospital

Register with Personify Care

Personify Care is the system we use to communicate essential information to you, in preparation for your admission.

Visit kensingtonhospital.co.nz/personifycare

Click the "Register for Personify Care" button and enter your mobile number. This will generate a link to your mobile or email, dependent on your choice.

- Follow the link and instructions to create an account for information and to get ready for your admission with us
- Remember your log in and password details for future use
- Personify Care will direct you to complete your Admission Form, Privacy and Payment Agreements.

Once you have completed these tasks your clinical teams will contact you via Personify Care to provide you with further information, questionnaires and essential instructions.



Click this image for help with your registration or login. Write your name and mobile number and a member of the Personify Care team will assist you.

Consent

Your Surgeon/Specialist will have explained the details of your procedure. If you are unsure about the procedure you are having, please contact your Doctor to discuss further, prior to your admission.

Fasting

Personify Care will provide you with clear instructions of when to stop eating and drinking, so you are ready for your procedure. Please ensure you log into your account when prompted, to receive this information.

For your safety during general anaesthesia or sedation, it is important that you follow these fasting guidelines. However, if your Surgeon/Specialist or Anaesthetist provides individual instructions and you are unsure, please contact our nursing team.

Admission Time

Your admission time will be messaged to your **Personify Care** account approximately 3 days prior to your admission date.

Please ensure you log into your Personify Care account as prompted.

Please be aware that your admission time is your arrival time to Kensington Private Hospital, and not your surgery time. Your arrival time allows our nursing team to get you ready for surgery. At times, there may be periods of waiting.

*You will need a **responsible** adult to drive you home and stay with you **overnight** following any general anaesthetic or sedation. Reach out to people now to help them prepare to help you return home safely.*

*Your clinical teams will contact you via **Personify Care** to provide you with essential instructions for admission.*



When your Child is having Surgery

We endeavour to make your child's stay with us as safe and comfortable as possible. A parent or carer may stay overnight. Please contact the hospital regarding availability of space and associated charges should you wish to stay.

On most occasions, we encourage a parent/carers to be with their child as they start their anaesthetic. Please discuss this with your Anaesthetist and Surgeon/Specialist. If you are unable to do so, a Nurse will stay with your child during this time. We aim to reunite the parent/carers with their child as soon as is practicable after the procedure.

We recommend that you do not bring other children with you to hospital. If this is not possible, you will need to arrange additional support to help you.

We suggest bringing a favourite toy and any special items that assist in comforting your child. Also ensure that your child wears something clean and comfortable that is appropriate to their procedure along with a spare set of clothing.

You are more than welcome to bring any special food or drink for after their procedure however we will be providing refreshments once they have recovered.



We encourage a parent/carers to accompany their child for anaesthetic.

You are welcome to bring your child's favourite toy or special item.

Day of Procedure

What to Bring

All Patients

- Your Patient Information Pack
- Documentation from doctors, consultants or other hospitals
- Medicine or prescription, herbal remedies or supplements you are currently taking (in their original container/packaging)
- Any personal aids:
 - Walking stick or frame
 - Hearing aids, plus a battery
 - Glasses and case or contact lenses
 - Dentures
- Additional items:
 - Books, magazines, writing material, puzzle books
 - Personal entertainment device, mobile phone, tablet, headphones, chargers.

Please ensure your mobile phone ringtone is on vibrate or preferably silent.

Day Stay Patients

- Be sure to wear something clean, comfortable and appropriate to your procedure.

Inpatient, Overnight Stay or Longer

- Nightwear
- Dressing gown
- Slippers or footwear
- Toiletries
- Your pillow (optional)
- Clean, comfortable clothes to go home in, appropriate to your procedure.

What not to Bring

- Valuables – including jewellery and cash as Kensington Private Hospital is unable to take responsibility for the safe keeping
- Your vehicle – as you will be unable to drive following your procedure and anaesthetic. A responsible adult will need to drive you home.



Remember to bring in your regular medications in their original packaging

Prior to Admission

Please:

- Shower and wear clean clothes
- Do not apply makeup or moisturiser
- Remove jewellery where possible
- Remove all nail polish.

On Admission

On arrival, please report to the reception where you will be welcomed by our staff who will check your details. Your Nurse will then complete your admission and assist you to prepare for your procedure and answer any questions you may have regarding your hospital stay.

Once you are in your gown and prepared for your procedure, you will wait in a pre-op area.

A support person is able to remain with you until you go through for your procedure when possible. Please advise your nurse if you would like this.

Your Surgeon/Specialist and Anaesthetist (if applicable) will complete your consent form prior to going into theatre.

If you are unsure about the procedure you are having, please contact your doctor to discuss further.

After your Procedure and Discharge

Day Stay Patient

After your procedure you will recover in comfortable reclining chairs. Refreshments will be encouraged.

Your Surgeon/Specialist or Nurse will discuss any follow up treatment before arranging your discharge from hospital.

Be aware that for 24 hours following your general anaesthetic or sedation, it is illegal, or not advisable to:

- Drive a car
- Operate machinery
- Drink alcohol
- Make important decisions or sign legal documents.

*You will need a **responsible adult** to drive you home and stay with you **overnight** following any general anaesthetic or sedation.*

Equipment at Home and Additional Services

Basic equipment, such as crutches and/or a raised toilet seat, will be provided as required. Please let us know if you think you will require additional equipment to ensure your safety at home.

Referrals to support services will be made in line with the service providers' criteria and according to your individual needs.

When You Get Home

You may expect to feel a little tender after the operation, please feel free to phone us for advice.

However if you experience:

- Increased pain or excessive swelling around the wound
- Nausea or vomiting
- Chest pain or breathing trouble
- Fever or chills.

Call your Surgeon/Specialist or Doctor immediately.

In the event of an emergency, dial 111 and request an ambulance.

Inpatient, Overnight Stay or Longer

If you are staying overnight you will be settled in a room. We have 15 private rooms with en-suites and one four bedded room with separate bathroom facilities.

Each Inpatient bed has its own television equipped with Sky TV.

Your Surgeon/Specialist or Nurse will advise you of what to expect over the coming days as you recover. You will receive full information on what to do when you get home, any necessary follow-up appointments, on-going treatment or medication.

Our recommended discharge time is **10:00am**. Please discuss any concerns regarding your discharge time with your Nurse. Should you request a later discharge time, there may be an additional fee.



Hospital Payment Arrangements

Personal Payment

Accounts from the hospital, Surgeon/Specialist, Anaesthetist and Physiotherapist will be sent to you directly.

Payment Options

We accept most credit cards, EFTPOS and internet banking as forms of payment.

ACC

If you are an ACC patient, your Surgeon/Specialist will apply for approval from ACC prior to your procedure. Once approval is obtained your procedure can be booked.

Your accounts will be sent directly to ACC.

Insurance

If you are a member of a medical insurance scheme please contact your insurance company prior to admission to ensure your procedure is covered and to answer any questions you may have.

Southern Cross Affiliated Provider Program

Your accounts will be sent directly to Southern Cross. You may have to pay an excess or shortfall payment. Southern Cross will advise you if this is applicable and payments for this can be made to Kensington Private Hospital.

Other Insurers and Southern Cross Non-Affiliated Provider

Your accounts from the hospital, Surgeon/Specialist, Anaesthetist, Physiotherapist, Radiologist and ambulance services (if applicable) will be sent to you directly. Please wait until you receive all accounts and send them to the insurance company together.

Patient Satisfaction and Feedback

Our objective is to provide excellent service and care. Upon discharge, you will be provided with a patient satisfaction survey which will only take a few minutes of your time. We welcome any feedback you may have about your hospital stay.

If you would like to escalate any compliments, comments or suggestions, or if you wish to inform us of a concern, we encourage you to contact our General Manager or Clinical Services Manager via the Kensington Private Hospital website or on **09 437 9080**.



Notes

Notes



How to find us

Kensington Private Hospital Ltd

12 Kensington Avenue, Kensington, Whangarei 0112

How to contact us

Main Line	09 437 9080
Admissions Unit	09 437 9080 option 1
Accounts	09 437 9074
Inpatient Suite	09 437 9075
Email	info@kensingtonhospital.co.nz
Website	www.kensingtonhospital.co.nz



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