

# Burwood Spinal Unit Orientation



2004 Edition



Kia ora,

Welcome to the **Burwood Spinal Unit**  
in Christchurch, New Zealand

## Our Philosophy

*“Our aim is to assist  
you to attain your  
maximum level  
of independence,  
wellness and  
quality  
of life.”*

- You have had an accident or illness that has resulted in a *spinal cord impairment*.
- You are now in the expert care of highly trained and experienced staff at the Burwood Spinal Unit.
- This can be a very distressing time for you, your family, whanau and friends.
- You may have many fears, some real, some imagined, about how your impairment may affect your life and your future. There are many people here who can talk through these with you.
- You will have many questions you will want answered. “Will I survive? Will I walk again? Can I still have sex? What will I do for money? How long will I be here for? Can I have my family here?” Some of these questions will not have immediate answers.

## 1 You need to be stabilised

You may need surgery to stabilise the damaged bones of your spine. You will probably have other injuries that need attending to. An assessment will be made of the consequences of your injury but the exact extent will not be known until you have stabilised and the injured area has settled down.

## 2 You need to get well

The first few weeks will be centred almost wholly around your immediate medical needs. We need to understand the exact extent of your impairment and may need to run many tests and procedures in order to do this. You need to recover your strength and get active again.

## 3 You need to learn

The Burwood Spinal Unit promotes **you** as the most important person in your recovery and rehabilitation. Rehabilitation is essentially an educational one and there is a lot to learn.

*“ We believe in a world that values human diversity, where people concentrate on the use of their abilities, not their disabilities.”*

# Accommodation for Relatives

It is important that, where possible, you have family, whanau and friends close to you to support you in the early stages of your recovery.

Financial assistance may be available to bring family members here for up to three weeks. There is a variety of accommodation available onsite at reasonable rates.



## Hostel

Relatives accommodation is available in the Nurses Hostel which is located on the hospital grounds.



## Lodge & Units

Self Care Units & Milner Lodge are available for mid to longer-term stays, if not being used by patients. The Programme Coordinator manages all of the onsite accommodation and can work with you to find the best solution to your family's needs.

*“At Burwood, we encourage the involvement of families and respect individual cultural beliefs.”*



**Dr Rick Acland**  
Clinical Director  
Burwood Spinal Unit

“ I wish to welcome you, your family and friends to the Burwood Spinal Unit.

A dramatic event has just occurred in your life that will have a major impact on your future activities. Already your life has taken on a new direction and there are plenty of challenges to face and goals to achieve.

It is a very emotional time. Our intention is to help you maximise your potential and to minimise barriers to regaining an effective life.”

# Handy Hints about Rehabilitation

*“What is rehabilitation?”*

Rehabilitation is the process that you, the patient, go through from the time of your admission through to the point at which you regain maximum independence in your home, work and community.

*“The only person who can rehabilitate you is yourself!”*

No organisation, hospital or person can rehabilitate you. They can only assist you in your efforts to rehabilitate yourself.

The process of rehabilitation is different for different people and their needs. Everyone in the unit will be working hard towards different individual goals. The staff and facilities here are dedicated to helping you achieve the maximum level of independence possible.

*“We encourage you to work hard towards your chosen goals and to make the best possible use of the resources available to you while you are here in the unit.”*

## The Four Pillars of Health

There is much more to you as an individual than just your physical needs. We believe in the Māori model *Te Whare Tapa Wha*, the four pillars of health:

- Your spirit *Te Taha Wairua*
- Your mind *Te Taha Hinengaro*
- Your family *Te Taha Whanau*
- Your body *Te Taha Tenana*

We want you to become healthy in all these areas so that you can enjoy a rewarding life. The pathway to recovery is different for every person. The information kits, and the resources of the Allan Bean Centre, are designed to assist you on your own pathway to recovery. Our staff look forward to helping you make a full and rewarding return to your home, work and community.

# The Burwood Spinal Unit Staff

The staff at the Burwood Spinal Unit are an expert team familiar with current treatments available around the world. The expertise here is available to you around the clock, seven days a week.

The Spinal Unit began at Christchurch Hospital in 1964 and moved to Burwood Hospital in April 1979. Since then it has developed into a leading spinal cord injury unit. The Burwood Spinal Unit provides high quality acute care for patients with spinal cord damage and a comprehensive rehabilitation programme.

The Spinal Unit staff are a source of knowledge and experience. With them you will develop a *rehabilitation programme* that takes into account your particular needs. As you go through your programme, you will gather a lot of information that can be added to this manual. This kit will become a vital source of information for you, your families, carers and health professionals in the future.

The Burwood Spinal Unit believes in using a wide range of expertise to assist you in your care, recovery and rehabilitation. We have a large number of specialists who work together to ensure that all your needs are met.

## Your Team

A rehabilitation team will be formed to provide care for you. We try to keep this team the same from your day of arrival so your care is consistent. This also minimises the number of people you have to get to know. Occasionally team members need to change during the course of your rehabilitation. If this occurs we will discuss the changes with you. Your immediate rehabilitation team will have:

- Spinal Consultant
- Registrar and House Surgeon
- Primary Nurse and Primary Worker
- Associate Nurses
- Physiotherapist
- Occupational Therapist
- Programme Co-ordinator

There are many other health professionals that you can make use of, such as a Clinical Psychologist, Social Worker, Dietician, Speech Language Therapist and a Maori Health Service. You may have other health professionals join your team from time to time to meet specific needs you have.

*See People Involved in your Rehabilitation for a full description of staff resources available to you.*

## Your team will arrange with you and your family:

**A Family Meeting:** To gain a general understanding of your injury and progress. This is a good time for the many questions you will have for medical staff. Once you have met your team you will begin to develop a programme with them. This meeting usually takes place within 3 weeks after you have mobilised.

**Goal Setting Meeting:** At this time you will review your progress and set new goals with your team. These meetings set out clear time frames to keep everyone focused on your rehabilitation. You may begin to have these meetings as you move from acute recovery into rehabilitation.

**Appointments:** that will occur at regular intervals during your rehabilitation to deal with special needs or issues of your spinal cord impairment, i.e. your bowel and bladder function.

**A Discharge Planning Meeting:** to review your progress, achievements and to set a discharge date. Here you will begin to prepare for a return to your home, work and community.

## Tips for Meetings

Regular meetings and appointments will be an important part of your recovery and care at the Spinal Unit. There will be meetings with many health professionals and support agencies between now and your departure. These meetings may not be easy for you. Although you may sometimes feel tired and fatigued and not feel like participating, all of the meetings have an important purpose. Some tips and pointers for meetings are:

### Know what the purpose of the meeting is

All meetings will focus on a particular aspect of your care and recovery. It may be that you do not feel it is the most important issue to be discussing at the time. Find out beforehand what each meeting is intended to discuss or resolve.

### Before the meeting

Prepare properly. Write down or have someone write down for you all of the key questions and points you would like discussed and answered. Use the spare paper in this manual for this, to keep all of your information together.

### During the meeting

Make sure you understand what is being said. If you do not understand something, interrupt the speaker and ask them to explain it more clearly. Remember, these meetings are all about you. We recommend that you have a support person present at all meetings to take notes and ensure all your questions are asked. If all your questions are not answered during the meeting make sure that follow up information is arranged.

### After the meeting

Sometimes meetings will raise more questions for you than they provide answers. It is important that you debrief with your support person and write down any new questions immediately. It is easy to forget questions later. Once again, this manual has been designed to help you do this. If you do not have a family member or friend available as a support person and feel you would like somebody to fill this role, ask your social worker.

# People involved in your Rehabilitation

## In the Hospital Ward...

### **CLINICAL DIRECTOR**

The Director is the head of the Burwood Spinal Unit and is responsible for maintaining the high quality level of care offered to you. The Director may also be involved directly in your care.

### **SPINAL CONSULTANT**

A spinal consultant will coordinate your medical care and rehab programme.

### **REGISTRAR AND HOUSE SURGEON**

The Registrar and House Surgeon are doctors who are available daily to help you with any medical concerns you may have and to monitor ongoing treatment. They will also act as a liaison between you and your Spinal Consultant.

### **CLINICAL CHARGE NURSE**

The Clinical Charge Nurse is responsible for the smooth running of the ward. He/she ensures that staffing levels are adequate and that all safety issues are addressed. The Charge Nurse is available to you as a patient advocate should any problems arise. We also have an impartial Patient Advocacy service. (*See Personality Issues*)

### **CLINICAL NURSE SPECIALIST**

The Unit has three Clinical Nurse Specialists, one involved in acute and rehab care and one in the readmissions, outreach programme and in-ward reassessments. The other CNS is a Nurse Educator who provides ongoing education, training and support for ward staff.

### **PRIMARY NURSE / ASSOCIATE NURSES**

You will have specific nursing staff to ensure continuity of your care during your rehabilitation. Your Primary Nurse will help look after any changes in your nursing care and, where possible, attend all meetings with you and your team. Your Associate Nurses will help you in many aspects of your daily care and recovery.

### **URODYNAMICS**

The Urodynamics (*Uro*) team will help you to look after your bladder and will help to train you in your toileting needs.

### **SPINAL ASSISTANTS, HOSPITAL ORDERLIES & AIDES**

Specially trained Orderlies will often assist you and the Nursing teams when you want or need to be lifted or transferred. The Spinal Assistants, Orderlies and Aides help out in many ways in the unit and are always on hand to offer you assistance.

### **PHYSIOTHERAPISTS**

Your Physiotherapists will work with you from admission through to the day you return home. They will assist you to achieve the highest degree of mobility, balance, fitness and muscular control possible with the level of impairment you have. The emphasis will be on exercises that lead to building your confidence and independence. You will learn skills to help you function well from a wheelchair, or if possible, to learn how to walk again.

## **OCCUPATIONAL THERAPISTS**

Your Occupational Therapists (OT) will assist you to become more independent in everything you do. You will learn tips and techniques for personal grooming, dressing, showering and household tasks. Your OT will also help organise access to your home, work and community and coordinate the provision of adaptive equipment or devices to increase your independence. They will also help you trial and assess new wheelchairs and other equipment, learn new driving skills and assist you in returning to your workplace.

## **DIETICIAN**

You may find that you need a special diet for a time to help you heal and to balance the effects of medications. You can ask the dietician to help you make changes to your diet to help you meet specific goals.

## **PROGRAMME COORDINATOR**

The Programme Coordinator organises your weekly programme and appointments. The Coordinator also manages on site accommodation including the Hostel, Self Care Units and Milner Lodge. The Programme Coordinator is a good source of information on activities in and around Burwood and Christchurch, i.e. recreation, and will organise your Mobility Parking Permit through CCS and Total Mobility Taxi Vouchers (they give a discount) if applicable.

## **SPEECH LANGUAGE THERAPIST**

If your spinal cord impairment has affected your breathing you may need to learn new techniques to help you communicate. A speech language therapist is available to help you recover your vocal abilities.

## **CLINICAL PSYCHOLOGIST**

A spinal cord impairment affects much more than your physical abilities. You may find it helpful to talk to a psychologist and many people benefit from this service. Adjusting to your spinal cord impairment is a significant part of rehabilitation. A Clinical Psychologist is available to you and your family on request or through referral. Services include individual, family or couples counselling and, if necessary, follow up referrals in your home community.

## **SOCIAL WORKER**

The Social Worker offers assistance with psychological, emotional and social concerns that can arise for you, your family and friends as a result of your injury or disability. The Social Worker offers the opportunity to discuss your experience of changes in your life and the adjustments you are making in response to these changes. They are able to assist in negotiation for assistance, eg accommodation, relevant funding and liaison with government and community services.

## **RECEPTIONIST**

The Spinal Unit Receptionist can assist you and relatives with general inquiries about the Unit and Burwood Hospital.

## **WARD CAT**

We have a ward cat named 'Alfie' who is the most committed staff member here - on duty 24 hours a day, 7 days a week, 52 weeks per year!



## Also, on the Hospital Site...

### **MAORI HEALTH SERVICE**

Burwood Hospital has a Maori Health Service available. Our cultural diversity as a nation means different patients have different views on what is appropriate care and practice. The patients and staff include people from many ethnic societies and our Maori Health Service can help ensure that cultural differences do not impede your progress or care. A Kaumatua-Taua can also be contacted for support.

### **ASSISTIVE TECHNOLOGY**

We have an Assistive Technology team that can help you discover how technology and computers can open new doors for you. We also have a Rehabilitation Products Designer who can assist with the planning and design of assistive technology devices.

### **COMPUTER SKILLS TRAINER**

Computers can open up a world of possibilities for people of all abilities. The Allan Bean Centre has a computer training room equipped with a variety of access technologies such as voice recognition. A professional trainer is available to demonstrate and train you in the use of computers and software that may increase your independence and help you achieve your goals.

### **ACCIDENT COMPENSATION CORPORATION (ACC) CASE MANAGER**

If your injury occurred as the result of an accident you may be entitled to assistance from ACC. The ACC Case Manager on site at Burwood specialises in claims relating to spinal injury.

### **MAORI WARDENS**

The Maori Wardens help put at ease and support patients and their whanau/family who are at Burwood Hospital.

### **VOLUNTEER SERVICE**

A network of trained volunteers supplements the quality services available for you. Volunteers perform a variety of tasks from maintaining our gardens, delivery of newspapers, running the Mobile Patient Library Service, to assisting with elements of your care.

### **INTERPRETER SERVICES**

If you need the services of an interpreter for you and your family we can arrange this for you.

### **CHAPLAIN**

Ecumenical, Roman Catholic and Maori Chaplains all visit regularly and are available on request. An inter-denominational church service is held each Sunday morning in the Hospital Chapel at 10:30. All are welcome.

### **STUDENTS**

There are often students completing aspects of their training at the Spinal Unit. You may be asked if you would mind allowing a student to be involved in your care. You are not obliged to agree and have the right to refuse. A fully trained member of staff supervises all students and their clinical practice is carefully monitored. Refusing student involvement will not affect your care in any way.

# Useful Information

## VISITING HOURS

Visiting hours are **1pm - 8:30pm** Monday to Friday and **11am - 8:30pm** on weekends and public holidays. Please ensure your guests, family and whanau are aware of these hours. There are occasionally times where these hours may be extended due to individual needs (e.g. special needs, communication barriers, deteriorating patient conditions). Visitors are welcome in the Gym but for afternoon sessions only please.

## MAIL & PACKAGES

Address for mail: Burwood Spinal Unit  
Private Bag 4708  
Christchurch

Address for the courier : Burwood Spinal Unit  
cnr Burwood & Mairehau Rd  
Christchurch

## PET VISITS

Pets are an important part of people's lives. If a family member or friend wishes to bring a pet to visit, please talk to the Clinical Charge Nurse or Nurse in charge about the visit as we may need to make suitable preparations.

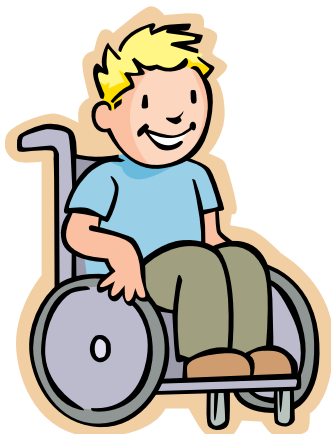
## OUTINGS

If you intend to leave the hospital for an outing, please notify nursing staff so that they can organise a medical consultation beforehand. This allows staff to provide you with additional advice and service to ensure you have a successful and safe outing. Let staff know if you will be returning late in the evening so they can arrange care for you on your return.

Christchurch is very accessible with many services available...have lots of fun!

Accessible low-floor **BUS** services operate daily from Mairehau Road. Route 60 will take you directly into the city centre via The Palms mall, or to New Brighton. Many other routes operate daily, i.e: from the Palms you can connect with the Orbiter Bus Service (timetables available from reception).

Wheelchair **TAXIS** need to be booked, you can do so through the following:



Gold Band Ph: 379 5795 (cars & wheelchair taxis)

Blue Star Ph: 379 9799 (cars)  
Ph: 379 9788 (wheelchair taxis)

City Maxi Ph: 343 0399

First Direct Ph: 377 5555

Arrow Taxis Ph: 379 9999

All of the above will accept Total Mobility Taxi Vouchers which can initially be arranged through the Programme Co-ordinator and are then available from your home area. (Please note, when returning to the Spinal Unit for reassessments or further treatment you will need to bring your own vouchers with you).

The Spinal Unit has a wheelchair van available for hire, this can be booked through the Programme Co-ordinator. Parafed Canterbury also has a wheelchair van that can be booked through the Programme Co-ordinator or Parafed.

## SECURITY

The external doors of the spinal unit are locked from **8:30pm – 7am**. Entry to the Unit during this time is via the hospital main entrance. The carpark adjacent to the spinal unit is also closed during this period. Money or valuables can be stored in the Nurses station in a secure lockable cupboard.

## MEAL TIMES ON THE WARD

(Time meal trolleys arrive on the ward)

Breakfast is available for you at **7:30am**.

Lunch is available for you at **12:15pm**.

Dinner is available for you at **5:15pm**.

While an inpatient in the Spinal Hostel breakfast is available in the hostel dining room, lunch and dinner will be in the Spinal dining room. You are responsible for your own breakfast while in the Self Care Unit (sometimes you may also be responsible for your lunch and dinner, these may be purchased from the Main Hospital Cafeteria, if not prepared by yourself).

## CAFETERIA & FOOD

Burwood has a Cafeteria where you, your family and friends can purchase lunch and dinner.

Lunch and Dinner hours:

Monday – Friday

**9:30am – 1:30pm**

**5:30pm – 6:45pm**

Weekends;

**11am – 1:30pm**

**5:30pm – 6:45pm**

Tea & Coffee is available all day.

There are also snack and drink machines around the hospital.



## MAIN HOSPITAL RECEPTION

The main hospital reception sells newspapers, stamps and phone cards.

There is a coin / card phone situated in the main foyer next to the out going mail box.



## TELEPHONES / FAXES

All bedrooms have phones for you to use. Dial "1" to get an outside line. Toll calls can be made through the operator by dialling "0". There are also some **hands free headset phones** available so those with limited hand function can make calls in greater privacy. Each room has it's own direct dial number. The Spinal Unit reception phone number in 03 383 6850.

As transfer charge calls are no longer available it is cheaper to set up an 0800 number on your home phone or get a calling card instead of making collect calls to keep in touch with your family.

You can send and receive faxes while in the Spinal Unit, the fax number is 03 383 6851. Faxes can be sent via the Spinal Unit reception (there is a small charge for national or international faxes).

### **CELL PHONES**

Please turn **off** your cell phone when in or around the Spinal Unit as the signal can alter settings on medical equipment. Please make sure visiting family and friends are aware of this.

### **TELEVISION, RADIOS & STEREO**

All bed spaces have an adjustable over bed TV set. There is also a big screen television in the Patients Day Room with Sky TV. We would ask that stereo / radio equipment be small enough to fit on your bed side locker.

### **LIGHTS OUT**

Sleep and rest are important to achieving optimal rehabilitation. Staff will turn off the main lights after **10:30pm Sunday to Thursday** nights. People are asked not to make undue noise once the lights are out.

### **NEWSPAPER**

"*The Press*" is available Monday to Saturday mornings through the volunteer service. Payment can be made on a daily or weekly basis.

### **LAUNDRY**

You can use the Laundry facilities in the spinal unit to do your private laundry. If you are able to, we encourage you to do your own laundry independently. If you are on bedrest or have a high level of injury the hospital aides will do it for you.

### **SMOKING, DRUGS & ALCOHOL**

Please refer to the Patient Rights and Responsibilities section of this manual.

## **Personality Issues**

A hospital environment is a daunting place for anybody to be in. However, we believe this is the best place for you. Your health professionals are committed to helping people with spinal cord impairments to recover and return to their communities as quickly as possible. There will be many people involved in your care and a lot of 'unwelcome' but necessary attention.

If you have a personality clash with a staff member or patient that is affecting your care and recovery there are avenues available to deal with this. Ask to speak to the Clinical Charge Nurse who will act as a patient advocate to help with complaint procedures. There is also an impartial (*neutral*) Patient Advocacy service that can provide an advocate for you.

# Education for Patients and their Families

Burwood Hospital and the New Zealand Spinal Trust strongly believe that good information is critical to the success of your rehabilitation. To this end, the Trust and the Canterbury DHB have funded a partnership facility, the Allan Bean Centre.

## The Allan Bean Centre for Learning and Research in Rehabilitation

The Allan Bean Centre (ABC) is full of great information and resources for you to make full use of. The Centre is where much of your learning will take place. Rehabilitation is an educational, not a medical process. At the ABC you can gain expert knowledge of your condition. The centre is there to help you achieve a high degree of independent living through a full and meaningful return to your family, work and community.



### Computer Training

Computers can open up a world of possibilities for people of all abilities. The ABC has a computer training room equipped with a variety of access technologies such as voice recognition. A trainer is available to demonstrate and train you in the use of computers and software that may increase your independence and help you achieve your goals.

### Email and the Internet

Email has become a common and convenient means of communication between friends and family. You have free facilities for sending and receiving email at the Allan Bean Centre. If you do not have an email address or account we can easily show you how to set one up.

### EmpowerPak

EmpowerPak is a mobile, voice activated computer that allows patients with higher levels of injury to control their TV and radio, send and receive emails or to surf the web. The unit has five of these available for patients to use. Empowerpak is a truly novel and unique technology that has been developed here in the Spinal Unit.

## The New Zealand Spinal Trust








The Spinal Network is an independent organization dedicated to providing high quality information and contacts for all people with spinal cord impairments, their family, whanau, friends and health professionals. The network produces a quarterly magazine, the *Spinal Network News* that covers a wide range of topics including information on medical issues, travel, product reviews and employment.

*Back Up* is a separate network that links members with specific questions to those that have had similar experiences.

Membership for both networks is available by annual subscription or life membership.

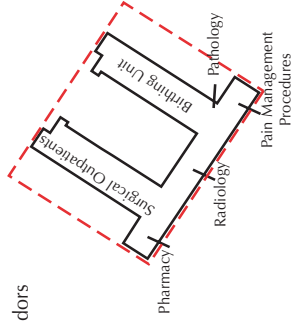
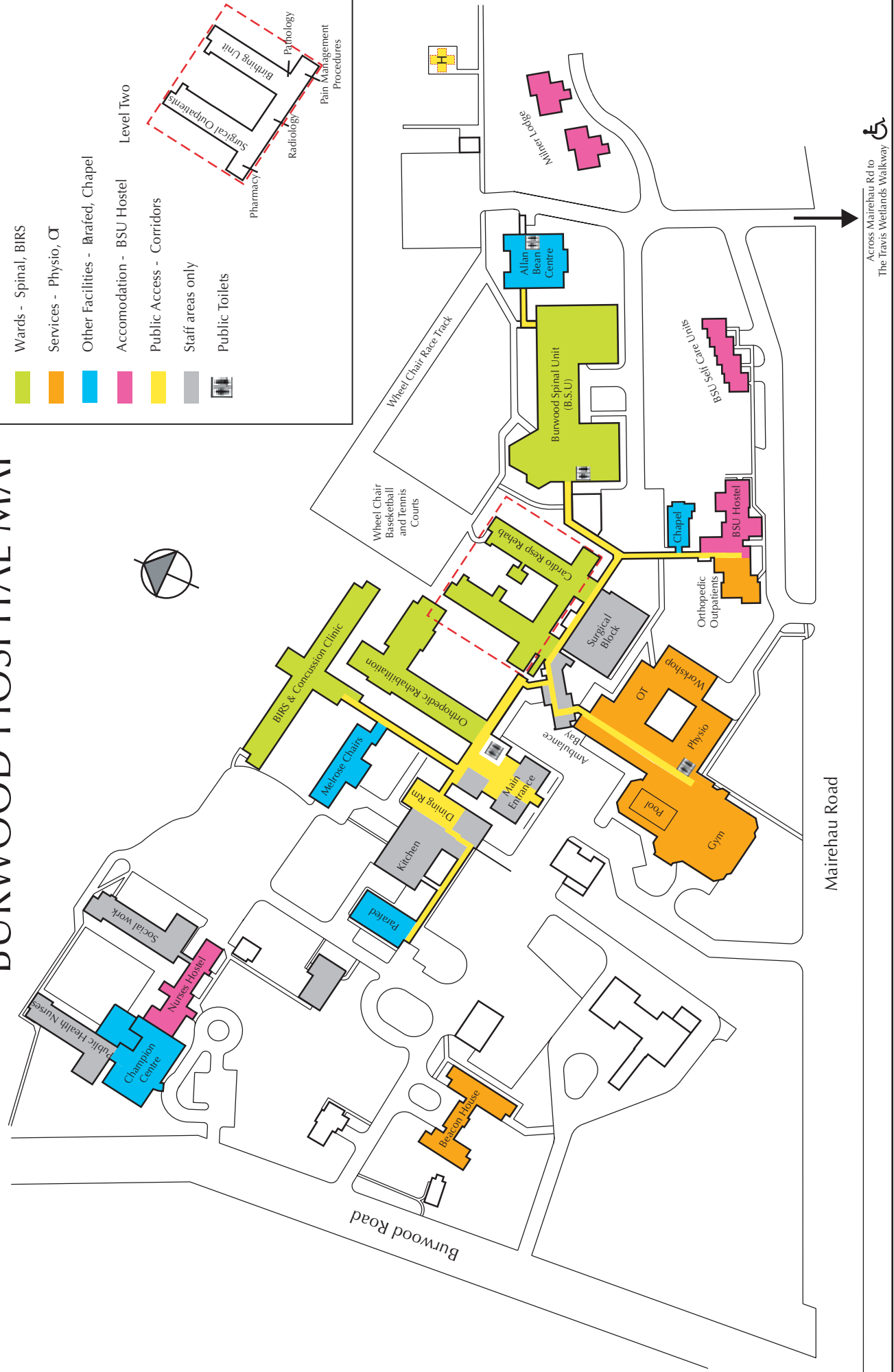
# BURWOOD HOSPITAL MAP

## Map Key

	Wards - Spinal, BIRS
	Services - Physio, OT
	Other Facilities - Cafed, Chapel
	Accommodation - BSU Hostel
	Public Access - Corridors
	Staff areas only
	Public Toilets

Level Two

Across Mairrehau Rd to  
The Travis Wetlands Walkway



# BURWOOD SPINAL UNIT FLOORPLAN



- Patient Areas
- Nurses Stations
- Urodynamics
- Staff Areas

# Rights & Responsibilities

Your care is being provided by a publicly owned and funded facility. Patients in New Zealand hospitals enjoy a high standard of personal rights. Rights always go hand in hand with responsibilities as other patients and staff are entitled to rights as well. We ask that you treat all staff and fellow patients as you would want to be treated yourself.

## Your Rights

Your rights when receiving service from us are outlined in the Code of Health and Disability Services Consumers' Rights, and these are as follows:

### **Respect**

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

### **Fair Treatment**

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

### **Dignity & Independence**

Services should support you to live a dignified independent life.

### **Proper Standards**

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

### **Communication**

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

### **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, and estimate of any costs and likely benefits and side effects. You can ask any questions to help you be fully informed.

### **It's your decision**

It's up to you to decide. You can change your mind at any time.

### **Support**

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

### **Teaching and Research**

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

### **Complaints**

It is okay to complain - your complaints help to 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.

# Your Responsibilities

Rehabilitation is a partnership process with you at the centre and your team around you. It will not work effectively without your active participation and cooperation.

Canterbury District Health Board (DHB) staff are committed to working in partnership with you to achieve the best possible outcome. While you are staying at Burwood it is your responsibility to comply with the current laws of New Zealand.

- The theft of any property, personal or public is not tolerated.
- You must not engage in any illegal activities on the premises.
- You must not consume any illegal drugs on the premises.
- No acts or threats of violence will be tolerated.

## Your personal responsibilities while at the Burwood Spinal Unit are to:

- Be involved in your treatment and care whenever this is possible and provide staff with all information that could assist with your care and treatment
- Respect other Burwood Spinal Unit patients and staff by refraining from behavior that causes a nuisance, inconvenience or general lack of consideration to others
- Inform us if you believe your rights are not being considered
- Refrain from using indecent or abusive language, physical force or inappropriate behavior
- Respect the property of the Canterbury DHB and do not destroy, damage or deface any article in or on the property belonging to the Canterbury DHB
- Not remove any of the Canterbury DHB property from the premises without our consent
- Report breakages or faults promptly to the Spinal Unit staff
- Respect the privacy of others and keep in confidence any information gained from them.

## Smoking

Please note that smoking is not permitted in the spinal unit or inside the hospital. The designated smoking area is on the balcony outside rooms 1-7, and the outside area by the dining room. Please put your butts in the rubbish tins provided.

## Alcohol

Please refrain from consuming alcohol on the premises

## Drugs

Do not bring any illicit or non-prescribed drugs onto the property

Breaking hospital rules and regulations may result in disciplinary action. Serious offences will have Police involvement and may result in an early discharge from hospital.

*“Your rights are **our** responsibilities -  
your responsibilities are **others** rights”*

### **Visiting Hours**

The Spinal Unit visiting hours are **1pm - 8:30pm** Monday to Friday and **11am - 8:30pm** on weekends and public holidays. Please ensure your guests, family and whanau are aware of these hours. There are occasionally times where these hours may be extended due to individual needs (e.g. special needs, communication barriers, deteriorating patient conditions). If you need to have guests, family and whanau outside the standard visiting hours please discuss this with the nurse in charge.

### **Noise Level**

The well being of you and the staff is very important; likewise the well being of other patients in the Unit is of equal importance. It is therefore important that we have some restrictions around the use of television, radios and stereos.

Always keep the volume of appliances to an acceptable level. We acknowledge that there may be times that you may have difficulty sleeping and want to watch TV or listen to the radio late at night. In the interests of fellow patients, ear pieces or headphones must be used after 10:30pm.

### **Complaints**

If you have a complaint, feel free to approach the Clinical Charge Nurse or Nurse in Charge who can assist you to fill out a complaints form. These forms are forwarded to the Quality Control Officer and actioned appropriately.



*“It’s great to be alive!”*