

A safe healthy environment | He wāhi haumarū, he wāhi ora

The whole hospital and all of the grounds are smoke and vape free. We have support services to help you quit if you are interested. Talk to your healthcare professional about free nicotine replacement therapy if needed to help you remain smokefree and comfortable during your stay.

We talk about family violence. All hospitals are required to ask patients if they have any concerns about violence in their home. If you have any concerns about yourself or someone you care about, please talk to us. We are here to help.

We ask that you join us in maintaining a peaceful and supportive atmosphere in our hospital. We respect and care for you during your stay, and we kindly ask that you show the same respect and care to all of our staff (Kaimahi) and fellow patients. To ensure everyone's safety, we do not permit the presence of weapons, gang insignia, or the use or supply of illegal drugs or harmful substances within our hospital.

In an emergency, please follow the instructions of staff who will advise you.



Visitor guide | He aratohu manuhiri

Patients need plenty of rest, and we need quiet times for when various health professionals are visiting patients to provide advice and treatments. Hence, we typically welcome visitors between 10am–8pm each day. Different wards may have different guidelines so please check with your nurse if you have any questions. Most wards are flower free – please check before someone sends or brings in flowers.

Healthcare fees | Ngā utu o ngā ratonga hauora

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.

Complaints and compliments | He nawe, he mihi

Providing quality health care services is what we do. We want to hear your feedback to find out what we are doing right and what we can improve. Please ask for a "Tell Us What You Think" form to learn ways in which you can provide feedback.

Contact information

General queries
(06) 356 9169

Queries about patients
(06) 350 8770

Health New Zealand
Te Whatu Ora

Palmerston North Hospital

Te Pae Hauora o Ruahine o Tararua

Patient information Mā ngā kiritaki



Kia ora!

Welcome to Palmerston North Hospital. We know there are many places you'd rather be than in hospital, so our goal is to help you get well, as quickly and safely as possible. This information has been created to help guide you on how things work in hospital and what you can expect during your stay with us.

In our care | I konei

All staff will introduce themselves to you and let you know how they are part of your care team. Staff should always explain any procedure or treatment they are giving you and ask your consent. If you are unclear about anything, please do not hesitate to ask.

We have many support services in our hospital you might be interested in such as spiritual and pastoral care from our chaplains, cultural support from our Pae Ora team or practical support and counselling from our social workers. Please discuss your needs with your nurse.

The hospital provides meals three times a day, tea and coffee after meals and for morning tea, afternoon tea and supper. Visitors can buy food at any of the two cafes and via vending machines.

What to pack and what not | Hei kawē mai māu

Please bring your own toiletries and some sleep wear and comfortable day wear. We encourage people to get up and dressed each day if possible. Please bring your own chargers and headphones if you plan to use a device such as a cell phone during your stay. There is free WiFi throughout the hospital. Do not bring valuables such as money and jewellery into hospital with you; we cannot guarantee security and we wouldn't want things to go missing.

Getting around | Te whakātere

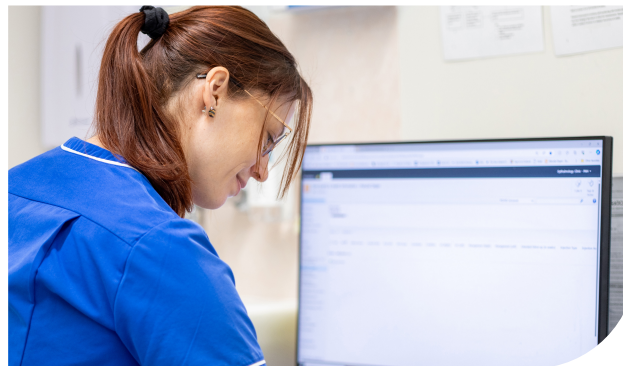
We know getting around a big hospital can be confusing at times, we have St John Hospital Hosts and coloured lines on the floor on ground floor which can help you find your way. If you get lost or don't know where to go, please just ask any member of staff for help. More detailed maps can be found at: info.health.nz

Tell us about you | Whakamōhio mai mōu

We need to know we are doing the right things with the right person – please don't be offended that we check your identity with you often, even if we have met you many times. We will ask for your next of kin or support persons contact details too, so if we need to we can contact them about your condition.

We would like to know if you have appointed someone to be your Enduring Power of Attorney and if you have an Advance Care Plan please share it with us. If you want to know more about these things you can ask to speak to someone about them.

Do you have a health passport? If so please share it with us. Please let us know what support or adaptations you need to be as comfortable as possible, move around and communicate with us while here in hospital. We can arrange interpreter services if needed – please tell us in advance if possible.



Pae Ora

Pae Ora are the Māori Health services here at MidCentral. Their services range from patient advocacy, to feedback navigation, to providing cultural support. At Gate 1, Heretaunga Street, you will find some of the team based at Te Whare Rapuora. This whare provides limited urgent temporary accommodation, prioritising whānau that have travelled from outside Palmerston North to access MidCentral services. If you have any queries, please ask your nurse for more information or call directly via (06) 350 8210.

Mahi Tahī

Mahi Tahī is our 'better together' programme. Caregivers/whānau members join us in a partnership to care for patients in our wards. Please discuss this with your nurse if you wish to have someone stay with you during your time here in hospital. Most wards have a lounge space where whānau groups can meet and spend time with patients. If you would like us to arrange a meeting with a larger group of whānau and your doctor/nurse please ask.

Before you leave | I mua i tō wehe

The best place for you to complete your recovery is at home. Our team will guide you and ensure you have all the necessary information to leave the hospital safely. On the morning of your discharge, you may be moved to the discharge lounge while waiting for paperwork or transportation. If you have any questions about your discharge plan, please ask our team.