CHAPTER 16: HOSPITALS

ROTORUA HOSPITAL – LAKES DISTRICT HEALTH BOARD

<table>
<thead>
<tr>
<th>Address:</th>
<th>Rotorua Hospital</th>
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<tbody>
<tr>
<td></td>
<td>Pukeroa Street</td>
</tr>
<tr>
<td></td>
<td>Private Bag 3023</td>
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<tr>
<td></td>
<td>Rotorua 3046</td>
</tr>
<tr>
<td>Phone:</td>
<td>348 1199 all departments</td>
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<tr>
<td></td>
<td>24 hours every day</td>
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The Lakes District Health Board is responsible for the health of our community – assessing health needs, establishing strategic and operational plans, funding primary care and disability services and providing public health, hospital and some community services, in the Lakes district.

Lakes DHB’s two hospitals at Rotorua and Taupo, coupled with the community based secondary health care services, make up the Health and Specialist Secondary Service of Lakes DHB.

Dale Oliff is the General Manager for Clinical Services, having responsibility for the hospitals and the community secondary services. Phone 349 7825.
Email: GM.Office@lakesdhb.govt.nz

Ron Dunham is the Chief Executive of Lakes DHB.
The personal assistant to the CE is Theresa Fraser (phone 349 7982).

Hospital visiting hours are 11.00am - 1.30pm and 4.00pm - 8.00pm daily.
Please respect our patients’ right to quiet time to rest and recover.

Please note the following re visiting at Rotorua Hospital:
- Two visitors per patient at any one time
- Patients are entitled to a support person, to be discussed with staff and included in the patients’ care plans
- Children under 14 must be supervised and accompanied by an adult
- If you have a cold, diarrhea, viral illness or are generally feeling unwell, please do not visit patients.

ROTORUA HOSPITAL – AMBULATORY SERVICE

The Ambulatory Service covers Outpatients, Emergency and Radiology Departments. Service responsibilities include: Imaging Services, Emergency Services and Outpatient Clinics.

Service Manager: Roger Lysaght
Clinical Nurse Director: Christine Payne
Clinical Director: Dr Peter Freeman

Clinical Heads of Department:
Radiology: Dr Andrew Klava
Emergency Department: Dr Mazen Shasha
## Rotorua Hospital – Surgery and Elective Services

This is Lakes DHB Hospitals' biggest service, accounting for nearly half of all patient discharges. The service covers all acute and non-acute surgery. Service responsibilities include: General Surgery, Orthopaedics, ACC, Electives, Anaesthetics, Ear, Nose and Throat, Audiology, Peri-operative, Surgical Wards, Elective Services, Booking and Scheduling Services.

<table>
<thead>
<tr>
<th>Title</th>
<th>Name</th>
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<tbody>
<tr>
<td>Service Manager</td>
<td>Greg Vandergoot</td>
</tr>
<tr>
<td>Clinical Nurse Director</td>
<td>Jane James</td>
</tr>
<tr>
<td>Clinical Director</td>
<td>Mr Gerrie Snyman</td>
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<tr>
<td>Clinical Heads of Department</td>
<td></td>
</tr>
<tr>
<td>Anaesthetics</td>
<td>David Laidlow</td>
</tr>
<tr>
<td>General Surgery</td>
<td>David Griffith</td>
</tr>
<tr>
<td>Orthopaedics</td>
<td>Mr Alan Crombie</td>
</tr>
<tr>
<td>Otorhinolaryngology</td>
<td>Mr Wilfred Wong Toi</td>
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## Rotorua Hospital – Medicine

Medicine Services provides a mix of adult general medicine and sub specialist medicine care in Rotorua. This includes cardiac, respiratory, diabetes, gastroenterology and gerontology.

The Intensive Care (ICU) and Coronary Care Units (CCU) provides critical care support for the hospital acute services, Older Persons and Rehabilitation Service (including inpatient and outpatient rehabilitation) and support both the elderly acute and acute rehabilitation service delivery. OPRS includes a dedicated area for people who have had strokes. This comprises a two-bed (acute) integrated stroke unit with a cardiac telemetry monitoring facility.

Clinical support services include: Clinical Physiology, Pharmacy, Physiotherapy, Occupational Therapy, Speech Language Therapy and Nutrition.

Medicine services are supported by visiting Waikato specialists in cardiology, dermatology, haematology, oncology, renal and neurology.

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<thead>
<tr>
<th>Title</th>
<th>Name</th>
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<tbody>
<tr>
<td>Service Manager</td>
<td>Jane Chittenden</td>
</tr>
<tr>
<td>Clinical Director</td>
<td>Dr Nic Crook</td>
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<tr>
<td>Clinical Nurse Director</td>
<td>Jane James</td>
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<tr>
<td>Head of Department Medical</td>
<td>Dr Charles Richardson</td>
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**ROTORUA HOSPITAL – PHYSIOTHERAPY SERVICES**

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<th>Address:</th>
<th>Phone:</th>
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<tbody>
<tr>
<td>Physiotherapy Department</td>
<td>349 7920</td>
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<tr>
<td>Ground Floor, Ambulatory Centre,</td>
<td></td>
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<tr>
<td>Rotorua Hospital</td>
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<td>Rotorua</td>
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<tr>
<th>Fax:</th>
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<tr>
<td>343 7702</td>
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<table>
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<tr>
<th>Contact:</th>
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<tr>
<td>Ann McKellar (Professional Advisor/Team Leader)</td>
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</table>

Provides full physiotherapy services.

Treatment for all musculoskeletal problems and injuries and for specialised physiotherapy including:

- post injury recovery
- breathing problems
- continence and women’s health
- lymphoedema
- chronic and acute pain
- skin disorders
- rehabilitation and neurological disorders.

Classes for COPD, cardiac recovery and joint replacement are also held regularly.

Assessments for mobility problems and equipment e.g. walking frames are available.

The department is an accredited EPN provider for ACC patients.

The service includes community physiotherapy services, hospital inpatients and physiotherapy outpatients.

**Community Physiotherapy Services**

Provides physiotherapy services for those who require treatment in the community. Contact the Physiotherapy Department.

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**ROTORUA HOSPITAL – DISTRICT NURSING SERVICE**

Provides a range of specialist community nursing services in patients’ homes.

Phone 349 7940
Fax 349 7939
ROTORUA HOSPITAL – OUTPATIENT AND COMMUNITY OCCUPATIONAL THERAPY SERVICES

<table>
<thead>
<tr>
<th>Address:</th>
<th>Phone:</th>
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<tbody>
<tr>
<td>Ground Floor,</td>
<td>349 7913</td>
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<tr>
<td>Bridgman West</td>
<td></td>
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<tr>
<td>(temporary location until mid-2013)</td>
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<tr>
<td>Rotorua Hospital</td>
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<tr>
<td>Rotorua</td>
<td></td>
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<tr>
<td>Fax:</td>
<td>349 7916</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:allied.health@lakesdhb.govt.nz">allied.health@lakesdhb.govt.nz</a></td>
</tr>
</tbody>
</table>

Contact: Professional Advisor/Team Leader: Carlynne Curd-Hope

Provides Occupational Therapy services for non ACC patients with medical/surgical conditions, or older persons health issues.

- Neurological conditions requiring rehabilitation
- Amputation of any limbs
- Cardiac conditions
- Respiratory conditions

The Occupational Therapy Service can provide assessments and recommendations for:

- Wheelchairs and seating
- Programmes for energy conservation
- Fatigue management
- Stress and relaxation
- Hoists and manual handling equipment
- Personal care equipment
- Household management equipment
- Communication aids
- Return to work assessments
- Housing modifications
- Memory and cognitive retraining.

Occupational therapists also work in the following service areas: Community Child Health Services, Mental Health (acute and community based services), Mental Health Services for Older Persons.

ROTORUA HOSPITAL – NURSE SPECIALISTS

Contact the nurse specialist through the main hospital switchboard – 07 348 1199.

Nurse specialist services include nurse specialists for: diabetes, cancer, cardiac, respiratory and obstructive sleep apnoea.

The cardiac and respiratory nurses visit patients in their homes providing on-going care and education. The diabetes and sleep nurses see patients in the outpatient setting, as does the diabetes dietician. The sleep nurses also hold clinics in Taupo.
HOSPITALS

ROTORUA HOSPITAL – MENTAL HEALTH AND ADDICTION SERVICES

The Mental Health and Addiction Service provides inpatient and community based assessment and treatment services across the age continuum.

Referrals are received via a MH & AS single point of entry (MH & AS SPOE) to the service. All referrals may be sent electronically or can be faxed to (07) 349 7883.

All urgent calls should continue to go through to CATT on 0800 166 167

Phone: 07 349 7971 Mental Health and Addiction Service reception 8.00am to 4.30pm at the main Hospital.

Crisis Assessment Treatment Team: 0800 166 167 – 24 hours a day

LAKES DHB – MAORI HEALTH SERVICES

The Maori Health team provides leadership and advice to the Lakes District Health Board, health providers and the Rotorua and Taupo Hospitals and secondary community services.

The Maori Health team includes:
- Phyllis Tangitu (General Manager Maori Health)
- Eru George (Pou Herenga) – part time
- Serena Reed (Personal Assistant)
- Eugene Berryman-Kamp (Pou Whakarite – Projects)
- Lauren James (Pou Whakarite Mainstream responsiveness)

Maori health services are delivered to mental health and general health services by:

- Po Te Atatu (specialist Maori mental health team)
- Te Kahui Hauora (community Maori health workers – Hunga Manaaki in Rotorua Hospital and Te Oranga in Taupo Hospital)

These Maori health teams provide tangata whenua care and support and advice to Maori patients and their whanau who enter Lakes DHB Health services.

To contact:

PA Maori Health Phone :349 7858
Po Te Atatu Phone: 349 7870

Hunga Manaaki Phone : 348 1199 extn 8806
Te Oranga Phone : 07 376 1000 extn 5972
**ROTORUA HOSPITAL – SPEECH THERAPY SERVICES**

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<thead>
<tr>
<th>Address:</th>
<th>Phone: 349 1199 Ext 8528/8529</th>
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<tbody>
<tr>
<td>Speech Language Therapy Ground Floor, Bridgman West Rotorua Hospital</td>
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<tr>
<td>Fax: 349 7916</td>
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Provides speech services in both Rotorua and Taupo. (Taupo clinic is once a week).

Treatment for swallowing and communication disorders for both adults and children 0-3 years of age, including:
- Dysphagia investigation and management
- Post stroke recovery
- Progressive neurological disorder
- Asphasia groups (Rotorua only)
- Implementation of low tech AAC
- Voice therapy
- Lee Silverman voice technique (LSVT) for Parkinson’s disease clients (Rotorua only)
- Paediatric feeding
- Paediatric speech and language (age 0-3 years) including cleft palate

The service includes hospital inpatients, outpatients and community clients.

**ROTORUA HOSPITAL – WOMAN, CHILD AND FAMILY SERVICE**

The Woman, Child and Family Service at Lakes District Health Board provides a range of specialist secondary services in the fields of child health, maternity, women’s health and family health as listed below.

<table>
<thead>
<tr>
<th>Service Manager:</th>
<th>Donna Mayes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Director-Child Health:</td>
<td>Dr Stephen Bradley</td>
</tr>
<tr>
<td>Clinical Heads of Department:</td>
<td>Paediatrics - Dr Danny De Lore Obstetrics and Gynaecology - Mr Simon Ewen</td>
</tr>
<tr>
<td>Clinical Nurse Director:</td>
<td>Christine Payne</td>
</tr>
<tr>
<td>Service Administration:</td>
<td>General enquiries 343 7711</td>
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</tbody>
</table>
**Paediatrics**
A team of consultant paediatricians work across all sites of Lakes DHB in the inpatient, outpatient and community settings. The paediatricians are supported by paediatric registrars, and a team of senior house officers.

**Paediatricians:**
- Dr Stephen Bradley
- Dr Belinda Coulter
- Dr Sonja Crone
- Dr Danny de Lore
- Dr Erik Grangaard
- Dr Anne Jaquiery
- Dr Johan Morreau
- Dr Jaco Nel

**Children’s Unit and Early Childhood Centre** - Contact via hospital switchboard – phone 348 1199.

The Rotorua Hospital Children’s Unit provides inpatient services (24-bed unit) for children aged 0-14 years. The playroom located at the back of the Children's Unit is a licensed Early Childhood Centre where children staying on the ward and their siblings can learn and play.

**Children and Young Peoples’ Outreach Nursing Service** - Contact via hospital switchboard – phone 348 1199.

The Outreach nurses provide care and support for unwell children and families/whanau in the community, enabling children to stay at home instead of in hospital. They also provide specialist nursing support for chronically ill and disabled children and young people in our community.

**Neonatal Transition Care Service** – Contact via hospital switchboard – phone 348 1199.

Transition care is a service for infants who have been in the Special Care Baby Unit and provides a period of community care and support for babies and families after discharge.

**Child Development Unit**

The Child Development Team provides physical and developmental assessments, therapy and individual programmes for children up to 14 years who have been identified as being at risk of developmental delay, and those children with a physical disability or chronic illness.

**Location:** The Child Development Team is located at 1334 Hinemoa Street, Rotorua. This is next to IDEA Services.
**Hours:** Weekdays 8.00am to 4.30pm
**Telephone:** 343 5000
**Fax:** 343 5024

**Gateway Programme** – contact via hospital switchboard - 348 1199.

### Obstetrics and Gynaecology

A team of six consultant obstetricians and gynaecologists provide primary and secondary inpatient services to women across the Lakes DHB catchment area. The team is supported by an O&G registrar and senior house officers.

#### Obstetricians and Gynaecologists:

- Dr Madhuri Ballal
- Dr Emma Deverall
- Mr Simon Ewen
- Mr Deryck Pilkington
- Mr Abel Steyn
- Dr Ruth Swarbrick

#### Maternity Services – Contact via hospital switchboard – phone 348 1199.

The Rotorua Hospital Birthing Unit provides a 'Level 2' inpatient service for women during labour and delivery. There are two acute assessment rooms and eight rooms for labour, birthing, recovery and immediate post-natal period.

The antenatal and postnatal inpatient stay area comprises 10 single rooms plus four mother craft rooms that are used by families with an infant in the Special Care Baby Unit. Lakes DHB enjoys 'Baby Friendly Hospital Status' and has a lactation consultant who provides specialised breastfeeding training for staff and is available to support women experiencing significant problems with breastfeeding.

Outpatient Services include antenatal clinics, where women are referred by their lead maternity carer (LMC) for specialist obstetrical assessment.

#### Special Care Baby Unit (SCBU) – Contact via hospital switchboard – phone 348 1199.

The Special Care Baby Unit is a 10-cot inpatient unit which cares for unwell or premature babies. The unit is divided into areas of high need, medium need and isolation, and offers mother craft facilities for mothers to stay in hospital whilst their babies require inpatient care. A transition care service helps families at home in the first weeks after discharge from SCBU.

#### Social Work (Woman Child and Family) - Contact via hospital switchboard – phone 348 1199.

The service social workers provide professional and confidential support services to women and children across the inpatient, outpatient and community settings. Counselling, including pregnancy counselling, is also provided. The professional advisor for physical health social work also works within the Woman, Child and Family Services.
## Rotorua Hospital – Medical Management Unit and Hospital Support Services

### Medical Management Unit

The Medical Management Unit (MMU) at Lakes DHB co-ordinates all the day to day functions relating to Residential Medical Officers (RMOs) and also manages all recruitment, human resource advice and support for all medical staff both RMOs and Senior Medical Officers (SMOs).

### Operations Centre

**Duty Nurse Management** - One duty nurse manager is assigned per after hours shift to co-ordinate the operational management needs of the Rotorua and Taupo Hospitals.

**Agency** – The Operations Centre staff co-ordinate recruitment, allocation, support and development for casual and permanent agency nurses and healthcare assistants working across all areas of Rotorua Hospital.

**Capacity Management and Patient Flows** – The CapPlan coordinator co-ordinates all inter-house patient transfers both road and air and co-ordinates capacity planning and patient flows through the use of “CapPlan” as a management tool.

**Telephones** – Includes reception and transfer of all incoming calls to the main hospital switchboard at Rotorua Hospital and Taupo Hospital after hours and weekends and day to day management of pagers and telephones for Lakes DHB.

**Clinical Equipment Pool (CEP)** – The Clinical Equipment Pool co-ordinates the purchase, distribution, tracking, storage, cleaning and basic maintenance of internal clinical equipment throughout Rotorua Hospital.

**Mortuary** – The Rotorua Hospital Mortuary is located in the basement of the hospital and provides a high standard of reception, identification, storage and post mortems of deceased bodies on behalf of the Rotorua Hospital, Police, coroner, funeral directors, family and whanau. The mortuary technician is qualified to embalm the deceased.

**Lakes NASC** - The Needs Assessment Service Co-ordination service undertakes comprehensive needs assessment and co-ordinates funded and unfunded support services for the Lakes DHB population who have long term, age disability related needs and for people who require short term support following an acute event or hospital discharge.
Lakes DHB Outpatients includes a comprehensive range of specialist services including: antenatal (not located in outpatients), ear nose and throat, general surgery, plastics, minor ops, orthopaedic/fracture, gynaecology/colposcopy, general medicine, diabetology, cardiology, endocrinology, respiratory, gastroenterology, haematology, neurology, renal, dermatology, oncology, general paediatrics, paediatric neurology, paediatric oncology, paediatric renal, paediatric endocrinology, paediatric respiratory, paediatric cardiology and paediatric surgical.

Patients are seen following referral from a general practitioner or other health professional. Patients are notified by letter informing them of the date and time of their appointment, the specialist they will see and where to go.

**Most of the outpatient clinics are held in the new Ambulatory/Outpatients, ground floor of the new inpatient building, Whakaue Rauoranga.**

**ENT, General Surgery, Plastics and Minor Operation** clinics are held in the new Rotorua Hospital building in the Ambulatory/Outpatients Centre, ground floor.
**Phone:** 07 349 7979, **Fax:** 07 349 7739

**Orthopaedic/Fracture/Oncology/Haematology** clinics are held in the new Rotorua Hospital building in Ambulatory/Outpatients, ground floor.
**Phone:** 07 349 7928, **Fax:** 07 343 7739

**Gynaecology/Colposcopy** clinics are held in the new Rotorua Hospital building, Ambulatory/Outpatients, ground floor.
**Phone:** 07 349 7965, **Fax:** 07 343 7739

**General Medicine, Cardiology, Neurology, Diabetic, Endocrinology** clinics are held in the new Rotorua Hospital building in the Ambulatory/Outpatients, ground floor.
**Phone:** 07 349 7981, **Fax:** 07 343 7739

**Renal, General Paediatrics, Paediatric Neurology, Paediatric Oncology, Paediatric Renal, Paediatric Endocrinology, Paediatric Respiratory, Paediatric Cardiology and Paediatric Surgical** clinics are held in the new Rotorua Hospital building in Ambulatory/Outpatients, ground floor.
**Phone:** 07 349 7932, **Fax:** 07 343 7739

**Neurological/Diabetical/Endocrinology/Oncology/Haematology and Plastics** clinics are held in the new Rotorua Hospital building in Ambulatory/Outpatients, ground floor.
**Phone:** 07 343 7797, **Fax:** 07 343 7739

**Paediatric Developmental** clinics are held at the Child Development Team premises, 1334 Hinemoa Street, Rotorua.
**Phone:** 07 343 5000, **Fax:** 07 343 5024

**Antenatal** clinics are located in Bridgman Building at Rotorua Hospital and will remain in Bridgman Building, adjacent to the Birthing Unit.
**Phone:** 07 348 1199 ext. 8501, **Fax:** 07 349 7985
**Q.E. HEALTH**

<table>
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<tr>
<th>Address</th>
<th>1073 Whakaue Street</th>
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<tbody>
<tr>
<td></td>
<td>PO Box 1342</td>
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<td></td>
<td>Rotorua 3040</td>
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<tr>
<th>Phone</th>
<th>348 0189 and 343 1665</th>
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<tr>
<th>Fax</th>
<th>348 4266</th>
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**Email:** infoline@qehealth.co.nz
spaservices@qehealth.co.nz

**Website:**
- www.qehealth.co.nz
- www.spaatqe.co.nz

**Contact:** Andrina Ramano, General Manager

Clients with chronic pain conditions and rheumatic disease are treated at QE Health, with a range of programmes available from single day to three week in-house stays. The traditional “spa cure” is combined with modern specialist care. QE Health offers: specialised medical diagnosis and treatment, a fitness gym, physiotherapy, occupational therapy, counselling, orthotics, spa services, bone density, a resource library for arthritis and chronic pain conditions, vocational rehabilitation services and education classes. Spa treatments include: massage, mud baths and mineral pools. Additional treatments available. All of QE Health’s services are open to the public, most with no GP referral needed. Fitness gym and spa services are open 7 days a week. Other services run Monday to Friday.

**SOUTHERN CROSS QE HOSPITAL**

<table>
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<tr>
<th>Address</th>
<th>58 Otonga Road</th>
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<tbody>
<tr>
<td></td>
<td>PO Box 2240</td>
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<td></td>
<td>Rotorua 3015</td>
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<tr>
<th>Phone</th>
<th>921 2700</th>
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**Fax:** 921 2701

Southern Cross’ Rotorua hospital boasts 3 high-tech operating theatres, and a range of new clinical facilities for medical specialists and their patients, including 28 comfortable and well-equipped patient rooms. We also have purpose-built day stay facilities for those who do not require overnight accommodation. The hospital is set in quiet park-like gardens, with ample visitor parking available on site.

**WHARE AROHA CARE**

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<tr>
<th>Address</th>
<th>1092 Hinemaru Street</th>
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<tbody>
<tr>
<td></td>
<td>PO Box 1820</td>
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<tr>
<td></td>
<td>Rotorua 3040</td>
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<thead>
<tr>
<th>Phone</th>
<th>347 9612</th>
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**Fax:** 343 1588

**Email:** reception@wharearoha.org.nz

**Contact:** Therese Jeffs – General Manager

Whare Aroha Care provides hospital, a rest home and dementia level care for those needing a safe environment. Whare Aroha focuses on providing a home-like facility for residents and their families. Rotorua Continuing Care Trust is a non-profit organisation providing 24-hour registered nursing care with the support of general practitioner, specialist medical care, physiotherapy, occupational therapy, diversional therapy, chaplaincy, podiatry and pharmaceutical services. Whare Aroha Care caters for people with physical or mental disabilities from teens to older age. We provide long term, short term care and a day stay programme.