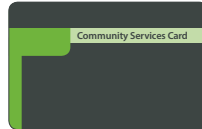


IF YOU HAVE A VALID COMMUNITY SERVICES CARD



If you have a Community Services Card you could be eligible for assistance. The patient travel coordinator will establish your eligibility. They will speak with you and your family/whānau and endeavour to assist in any way possible.

For more information please contact the WDHb Patient Travel/Te Kawe Tūroro Office

(open Monday-Friday from 8am - 4pm):

P | 06 348 1245

E | patient-travel@wdhb.org.nz

The Patient Travel/Te Kawe Tūroro office is located on the ground floor of Whanganui Hospital. Enter via the main entrance, and continue past the information desk and lifts on your right-hand side. The Patient Travel/Te Kawe Tūroro office is located on your right, roughly half-way down the length of the corridor, (look out for the above-door signage - pictured).



Whanganui District Health Board

WDHB - 9815



Patient Travel/Te Kawe Tūroro information

This brochure contains information for patients and their family/whānau about types of travel and potential costs involved when being transferred to another hospital for further treatment.



wdhb.org.nz

At times the WDHB needs to transfer a patient for continued care at another hospital. If your treatment is delivered at another hospital, the mode of transport will be decided by your health care team, based on your current health needs.

INTER-HOSPITAL TRAVEL

(INPATIENT | ACUTE/EMERGENCY)

If your doctor has arranged for your treatment to be delivered at another hospital, you may travel by:

- air ambulance
- helicopter
- ambulance.

This transfer will be made free of charge.

If you are discharged home from another hospital, the WDHB is not responsible for your transport home. However, the WDHB patient travel coordinator can assist with options when your initial transfer is being arranged.

AIR AMBULANCE



Travel by air ambulance usually occurs when the transfer is urgent.

HELICOPTER



Travel by helicopter usually occurs when the transfer is urgent, or the air ambulance is unavailable.

If this is a result of an accident, ACC will cover this cost within the first 24 hours.

AMBULANCE



If you are discharged home or to a residential facility and choose to travel via ambulance, this will be at your own expense (this can cost \$200 or more).

PLANNED TREATMENT

(OUTPATIENT/NON-URGENT)

If your doctor has arranged for your treatment to continue at another hospital, you may travel by:

- private car
- bus
- domestic flight
- health shuttle.

PRIVATE CAR



If you have a Community Services Card you will be eligible for assistance:

- **Adult** - if you need to travel 80km or more, one-way.
- **Child** - if you need to travel 25km or more, one-way.

If you don't have a Community Services Card, you will be eligible for assistance if you travel 50 km or more, one-way, and do six return trips within a six-month period. The patient travel coordinator can assist you.

DOMESTIC FLIGHT/BUS



The patient travel coordinator will help you with these arrangements and inform you of your eligibility for assistance.

HEALTH SHUTTLE



St John operate three health shuttles in the WDHB region, based in Whanganui, Marton and Waimarino. They provide travel to Whanganui or MidCentral for treatment. For further information contact the patient travel coordinator.