MANAAKI TE WHĀNAU
Supporting whānau/families if you have someone in Hospital during COVID-19

Ko au ko tōku whānau, ko tōku whānau ko au - Nothing about me without me and my whānau/family

Whanganui District Health Board (WDHB) supports whānau/family-centred care. Normally, this allows whānau/families to visit and provide support to their family members who are in hospital. However, at this time the Ministry of Health has restricted hospital visiting. We know that not being able to visit patients in hospital can be stressful and upsetting for you and them.

Tips for keeping in touch
• Choose a whānau/family member as a key contact.
• Our staff can then give that person regular updates for them to share with others.
• Please make sure the hospital has up-to-date information about who to contact and the best way to contact them.

Who can help you stay in touch with your loved one in hospital?

All our staff know this is a difficult time especially when you have someone you care about in hospital.
• Our nurses, social workers, haumoana navigators & chaplain are here to support you and your loved one and to be the connection while you are not able to visit.
• The haumoana, social workers and chaplain can see all patients who are not in isolation.*
• If your loved one is in isolation* the nurse caring for them will be the key contact for whānau/family.

*Isolation is when a person is in quarantine because of infectious disease

Ways our team can support you
Through an assigned whānau/family member, our team can:
• Be the link for you and your loved one through daily visits, delivery of messages, telephone calls, video call.
• We can facilitate a whānau/family hui through tele or video call with your loved one or their doctor or health team
• Take any concerns you have back to the health care team.
• Explain treatment plans and give advice

Nursing
Our nurses work closely with patients and the rest of the health team to assist and guide patients and their whānau/families.
The key contact for the whānau/family member can contact the ward nursing staff through the hospital’s information desk on 06 348 1234.

Te Hau Ranga Ora Māori Health Service haumoana navigators
Our haumoana navigators work in the hospital supporting patients and whānau/families to understand and navigate the health system.
They can support you to connect with your loved one, set up whānau hui and karakia and connect to other support in the community.
Support is available 24/7 through the hospital’s information desk on 06 348 1234. Ask to speak to the on-call haumoana.

Chaplain
Our chaplain provides pastoral and spiritual care and understands the relationship between faith, illness and emotional wellbeing.
Support is available 24/7 through the hospital’s information desk on 06 348 1234.

Social worker
Our social workers can support you to connect regularly with your loved one and keep you updated with the doctors and nurses.
Social Workers are available at the hospital 8am-5pm Monday and Friday by phoning the hospital’s information desk on 06 348 1234 and asking for the clinical manager social work.

Please note for some patients the Ministry of Health has allowed limited visiting. If you are able to visit (according to the COVID-19 restrictions), please remember you will be screened each time you visit. If you are unwell or self-isolating, you will not be able to visit.

Please be assured we will continue to provide compassionate care for your loved one during this challenging time.

He waka eke noa – We’re all in this together