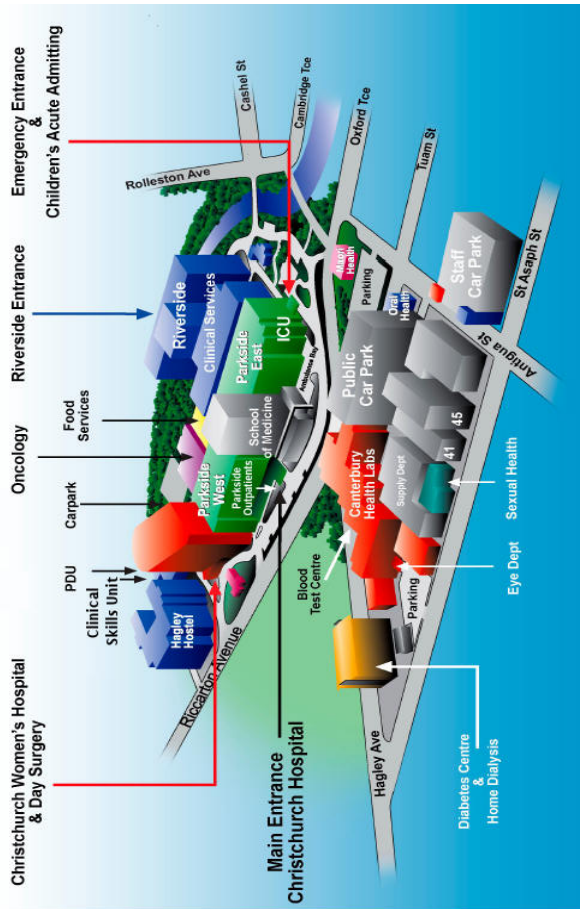


## Where Are We?

### Lower Ground Floor, Riverside Christchurch Hospital



If coming via the Riverside Entrance we are past the lifts on the right.

If coming via Main Entrance (Riccarton Ave) follow the directions for the Children's Wards 21 & 22, take the lift to the Lower Ground Floor, exit, turn left and we are down the corridor on the right.

## Parking

Parking is limited so please give yourself 20 minutes to find a park.

### Street Parking

There is **metered** parking in the streets nearby including some **disabled** parks.

### Hospital Parking Building

This building is opposite the Hospital on the corner of Tuam and Antigua Streets. This is charged at an hourly rate payable when you leave by cash or EFTPOS.

There is an underground tunnel connecting this building to Christchurch Hospital site via the lift in the parking building.

### Parking Concessions

Some parking concessions are available for high users. The criteria is for those who have had two in-patient admissions within one month, or six in-patient admissions within the previous 12 month period.

If you feel you meet this criteria please speak to a member of staff who will be able to advise further, or call Support Services on 03 337 7870

### Bus

There are a number of buses that travel to and from Christchurch Hospital. Visit [www.metroinfo.org.nz](http://www.metroinfo.org.nz) or call 366 8855 for information on bus timetables and route maps.

## Accommodation

Families travelling long distances to Christchurch, may be eligible for accommodation assistance. Arrangements should be made by your referring health professional or a social worker.

### Travel Assistance Scheme

If you can answer yes to one or more of the following questions and have been referred by a health specialist, you may be eligible to claim.

- Do you travel more than 80 km one way, per visit?
- Do you visit a specialist 2 or more times in two months?
- Do you visit a specialist 6 or more times in 6 months, and travel more than 25 km one way, per visit?
- Are you a Community Services Card holder and travel more than 25 km one way, per visit?

For more information on travel assistance call 03 364 0957

## Support services

### Interpreters

Can be organised at no charge to you, but must be arranged in advance. Ask the hospital staff to arrange this through Customer Services, Christchurch Hospital, Ph: 03 364 0843

### Māori Health Workers & Chaplains

Can be available to support you but should be arranged before your appointment.

## Your Appointment

Outpatients offer specialist appointments Monday - Friday 8:30 - 4:30. Each consultant team has set days to conduct their appointments.

Your child may be seen by a Registrar, however your named consultant will still be responsible for your child's care.

### Changed or Cancelled Appointments

If you wish to change or cancel your appointment please do so as soon as possible. If you wish to change your appointment you will be offered an alternative date and time. This may extend the time your child waits to see the specialist team.

If you don't keep your appointment we may:

- Advise your GP
- Contact another health worker to offer you support
- Discharge you from our service

### Missed Appointments

Missed appointments make our waiting lists longer and prevent other children from being seen.

### Making The Most of Your Appointment

- Arrive 10 minutes early in case you need to see the nurse first.
- You can bring a support person.
- Make sure you have enough prescriptions to last you until your next visit.
- Organise child care for your other children.
- Bring your well child book if your child is under 5 years.
- **TURN OFF YOUR MOBILE PHONE.**

## Consumer Feedback

We value your thoughts and suggestions.

You can:

- Put your suggestion in the blue box in the department.
- Phone Advocacy Services on 377 7501.
- Write to Safety & Quality Team Leader, Women's & Children's Health, Lower Ground Floor, Christchurch Women's Hospital, or phone on 364 4556.
- Write to Charge Nurse Manager, Children's Outpatients Department, Lower Ground Floor, Riverside, Christchurch Hospital, or phone on 378 6144.

Issued By:  
Children's Outpatients Department  
Christchurch Hospital

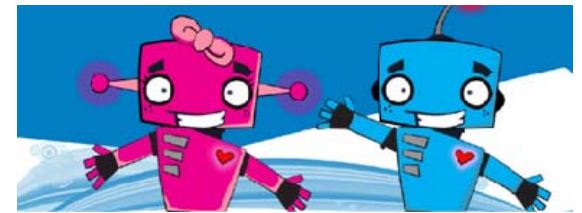
Authorised By: Clinical Director, Children's Health  
Last Reviewed: January 2011

Ref. 7345

## Coming to Outpatients

### Patient Information

### Children's Outpatients Department



 child health

<http://childhealth.cdhb.govt.nz>