

Welcome to Ward 20

Patient information - Department of Plastic Surgery

Ward 20 is a 30 bed ward with a specialty focus on plastic surgery, including hand injuries and breast surgery and reconstruction. Your name will appear on the Visiting Board outside your room (main corridor) and above your bed. If you have any concerns regarding this, please let us know. Your nutritional and mobility status will also be displayed above your bed.

Plastic Surgeons

Your surgeon's name will be noted on your name bracelet and on the sign above your bed. You may not see this consultant everyday, but there are 6 Registrars and 2 House Surgeons assigned to our unit who will review you on a daily basis and feedback to the consultant as needed.

Acute Hand Surgeons

If you have a hand injury you may be under a plastics team or an orthopaedic team, depending on the day. The consultant's name will be on your name bracelet but feel free to ask your nurse anything more.

Our Team Includes

Charge Nurse Manager, ward clerk, occupational therapist, physiotherapist, social worker, catering assistants and the nurses looking after you each shift, who will introduce themselves when they come on duty. We also have student nurses on the ward at various times through the year. Please talk to your nurse if you are uncomfortable having a student assist with your care.

Arranged Theatre List

If your surgery has been planned in the weeks prior to your admission you may go to DOSA (Day Of Surgery Admissions) the morning of your surgery before coming to Ward 20 post operatively. You may also be admitted to Ward 20 the day before your surgery if you live out of town or have special requirements prior to surgery.

Acute Theatre List

If you are waiting for your surgery because of an acute injury, there is no guarantee of a theatre time. There are many factors that are taken into consideration when the theatre list is compiled. Priority will always be given to emergency cases and this can result in delays. Sometimes patients may wait up to 3 days for their surgery and be starved each of those days for 12 or more hours. We apologise for the stress this may cause, but please be prepared to wait!!

What to bring into hospital

- Your current medications / yellow medication card
- Night attire and day clothes if you wish
- Toiletries
- Community Services Card
- Something to do while waiting for theatre



Please note personal laundry cannot be done on the ward, so family or friends will need to help you with your laundry needs.

Medications

If you have brought your medications into hospital, please aim to have these sent home as soon as your admitting doctor has seen them. If you cannot send them home, we can look after them for you, but it is important to remind the nurse to return these before you are discharged home.

Valuables

ALL VALUABLES ARE KEPT ON THE WARD AT PATIENT'S OWN RISK, and we suggest they are taken home by family/friends. We do have the ability to store small items in the ward safe, for short periods of time only (e.g. whilst patients are in theatre).

Patient Meal Times

Breakfast	7.00 am
Lunch	12.30 pm
Dinner	5.30 pm



Tea & Coffee

Served at:	10.00 am	Morning tea
	2.15 pm	Afternoon tea



Jugs of water are also supplied.

Family/visitors may bring in suitable food and **non-alcoholic** drinks if you desire. There is a refrigerator in the kitchen, which may be used at own risk and they must have your name on them.

Flowers

As flower water increases the risk of particular bacteria that are detrimental to our patients, we request that you have no flowers in the ward. A gift voucher for flowers may be enjoyed by the patient after discharge.

Cell phones/ Electronic devices

May be used on the ward, but please use headphones if listening to music or watching videos. Please talk quietly when using your phone to avoid disturbing other patients.

Internet Access

The hospital now has a free Wi-Fi system for patients and visitors to use. Just turn on the Wi-Fi function on your device, it will ask you to sign in, accept the terms and conditions and you should be good to go.

Telephone

There is a telephone available for your use in the day room. Dial '1' for an outside local call.

Phone calls to the ward by relatives/family members are accepted, but we ask that these be **kept to a minimum**. We suggest that one family member /friend act as a liaison person to distribute information and save excessive phone calls to the ward.

Visiting Hours

11.00 am - 1.00 pm

3.00 pm - 8.00 pm

There is no visiting out of these hours unless permission is given by the Nurse-in-Charge. Visitors will be asked to leave, unless this permission has been given. There are long visiting times, so please don't be offended if your visitors are asked to wait while your nurse attends to you.

Smoking

Smoking is not permitted in the ward or the hospital grounds. We strongly discourage smoking, as this is detrimental to expected outcomes of treatment. Smoke cessation treatment/advice is available. Please ask your doctor or nurse for information.

Television/Radios

Earphones must be used with all radios/electronic devices. You are welcome to bring your own radios, iPads, laptops and the staff may inspect these to ensure that wiring is safe and intact. A television is available in the dayroom for patient use. However, we require the dayroom for our handover meetings between shifts, so please do not be offended if you are asked to vacate this room for 15 - 30 minutes. Handover times are 6.45am, 2.30pm and 1030pm.

Discharge Planning

Depending on the demand for beds on the day of your discharge, you may be asked to vacate your bed and wait in the Day Room where seating and meals/ drinks will be provided.

Planning for your discharge begins from the moment that you are admitted. The multidisciplinary team may assess you for follow-up care.

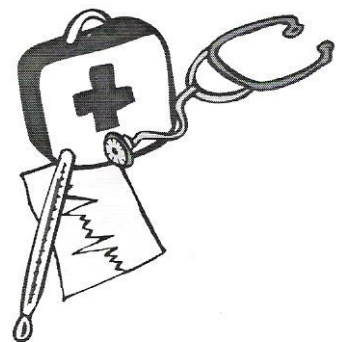
Appropriate referrals to support services will be made if necessary, e.g. District Nurse, hand therapy,

ACC assistance is provided as appropriate.

On discharge you may be given an appointment for follow-up care e.g. the Plastic Surgery Outpatients Department, the Orthopaedic Outpatients Department, Hagley Outpatients, the breast care nurses clinic. You may be reviewed by your surgeon and/or have a dressing change with the nurses.

Please do not leave the ward until your nurse has given you all the relevant paperwork.

Please remember to take all your belongings home, particularly any medications we have stored for you and your cell phone charger.



Plastic Outpatient Department

This is situated on the 3rd floor Parkside East (same floor as Ward 20) just outside Ward 11.

Telephone No: 364 0471 (24 hours)

Orthopaedic Outpatient Department

This is situated on the ground floor corridor that connects Parkside East and Riverside buildings.

Telephone no: 3640800 (8am- 9pm)

Facilities available on the Ground Floor

- Chemist
- Gift Shop
- Hairdresser
- Café
- Chapel
- Bank of NZ
- Cash flow machine
- Food vending machines
- Post boxes
- Taxi service direct dial phones
- Support Staff
- Shuttle service to the Brewery car park, Princess Margaret Hospital and Burwood Hospital.

For more information about:

- your health and medication, go to www.healthinfo.org.nz
- hospital and specialist services, go to www.cdhb.health.nz