

Welcome to Kaweka Hospital



 **Kaweka
Hospital**

Te taumata tautiaki pokanga hou
The new standard in surgical care

www.kawekahospital.nz



What You Can Expect

We're from the community and for the community. That means you're being cared for by a team of passionate, skilled and experienced professionals, dedicated to your care and wellbeing. We lead with our values, embracing "The Kaweka Way", ensuring we provide a world class facility and service;

- Kounga - Quality
- Ngākau tapatahi - Integrity
- Mahi ngātahi - Teamwork
- Atawhai - Kindness
- Pārekareka - Fun
- Whakapai ake - Improvement

Kaweka Hospital is a purpose built facility with patient-centred care at the core of what we do.

We opened our doors in August 2022 and have ensured our facility houses the most state-of-the-art equipment, aimed at better outcomes for everyone in our care.

We are continuously increasing and improving the services we offer, giving you confidence in the team and technology we provide.

Visit our website so see a complete list of our private specialists and services, and for more information about your stay at Kaweka Hospital.



Want to know more? Visit www.kawekahospital.nz



Preparing for your Surgery

We aim to keep you and your whānau informed and reassured throughout your surgical journey. You'll receive an email confirming your procedure and cost estimate, plus a link to complete an admission form and health questionnaire online. Please submit these promptly. If using paper forms, please return them to Kaweka Hospital as soon as possible, and prior to your procedure. Have your insurance details ready, including provider, policy number/type, pre-approval (if any), and any excess or co-payment.

Preadmissions

The Preadmission team facilitates the preparation for your care and ensures a smooth hospital stay. Once your admission forms are completed, our preadmission team will review them and will either text or call you to confirm your procedure. Please ensure both your health questionnaire and admission form are fully completed so we have the information needed. If you have any questions, please contact the preadmission team on (06) 241 4199 or preadmission@kawekahospital.nz

Preoperative Tests

To ensure your safety during surgery, you may be required to have some tests. We will guide you through this process if necessary.

Your Anaesthetist

The anaesthetist is a specialist doctor who cares for you before, during, and after surgery. They will discuss your anaesthetic, review your medical history, and monitor you for safety and comfort. If not contacted before admission, you will be assessed on arrival. Please share any concerns you may have.



Want to know more? Visit www.kawekahospital.nz



Medications

Discuss all medications (including weight loss, diabetes, and supplements) with your specialist. Bring your medicines in their original containers and a current medication list. Do not stop blood thinners without advice.

Not following instructions may delay or cancel your surgery.

Fasting Instructions

Fasting instructions tell you when to stop eating and drinking before your procedure. Following these instructions is important to keep you safe and reduce risk of complications during surgery. A preadmission nurse will text you 48 hours before surgery with your arrival time and fasting instructions. **Please follow them carefully, not following them may delay or cancel your procedure.**

Enduring Power of Attorney (EPOA)

If you have an EPOA, please inform us and bring a copy. This ensures someone you trust can make decisions if needed.

Children's Surgery

We have our Kaweka Kids Passport available for paediatric patients which helps you and them, prepare for surgery. You'll get this at your Specialist appointment, you can view it on our website or contact us for a copy.

Interpreter & Cultural Support

If you need an interpreter or cultural support, let the booking team know. They can arrange this for you. You can also request the return of any body tissue after surgery.





Your Stay With US

Before you arrive

Please ensure you do the following:

- Shower and wash your hair, no shaving close to surgical site. Remove make-up, nail polish, jewellery, piercings, and lash extensions. No moisturiser or hair products. Wear warm, comfortable clothing.
- Follow the instructions provided by your surgeon and anaesthetist (food, drink, medications, supplements).
- Contact the hospital if anything may delay your arrival.
- You are well (no infection or recent illness).
- Arrange a support person to drive you home and stay with you overnight if you are day stay.
- Leave valuables at home.

On Admission

Your admission nurse will complete your admission and explain what to expect.

Some delays before theatre may occur and are sometimes unavoidable. Please bring something to pass the time such as an electronic device or book.

Day stay: Can vary from 2 - 8 hours depending on your procedure and recovery.

Inpatients: See website for full packing list; bring essentials, medications (original packaging), and a small bag.

Please let your support person know they will be contacted once you have reached our recovery room.

Photography

Please do not take photos, videos, or post on social media at Kaweka Surgical Centre without consent. You may take photos of yourself or whānau with permission, but not of staff, other patients, or inside the operating theatre.

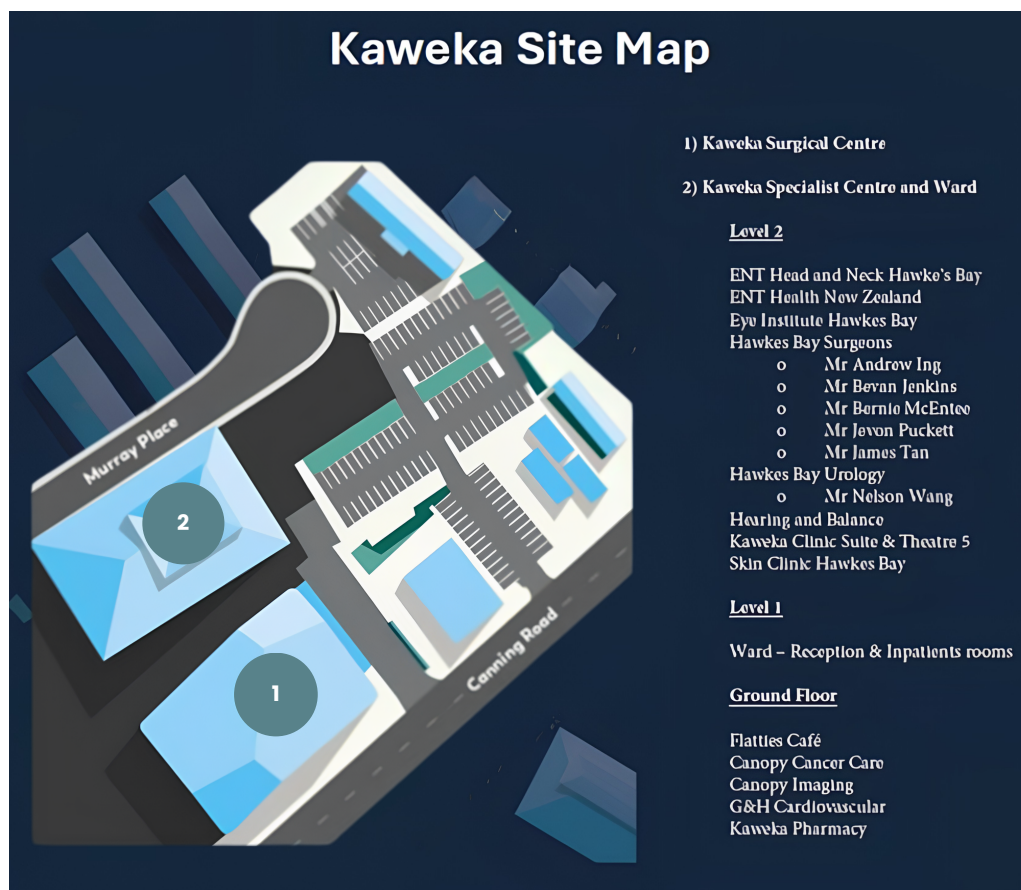


Want to know more? Visit www.kawekahospital.nz



Parking

Free parking is available at Kaweka in the designated zones; however, spaces may be limited during peak visiting hours. A code is required to exit the car park. This will be included in your admission text. Reception can also provide the code for your whānau, family, and friends when they visit.



Visiting Whānau, Family & Friends

Whānau, family, and friends are welcome to visit Kaweka Hospital. Visiting hours are 1:00pm to 8:00pm daily to support patient rest and recovery. If you need to visit outside these hours, please contact our team to arrange this. Visitors may join patients for meals (charges may apply) or bring food, however Kaweka cannot take responsibility for food brought in. If you do not wish your admission to be known, please advise reception.

Smoking and Vaping

Kaweka Hospital is a 'Smokefree' facility, meaning that smoking and vaping are not allowed inside the buildings or anywhere on the hospital grounds. We recommend that you avoid alcohol, cigarettes, and drugs (other than medications your specialist prescribes) during the 24 hours prior to your admission.



Want to know more? Visit www.kawekahospital.nz



Discharge and Going Home

Your nurse and specialist will decide when you are ready for discharge and ensure you are prepared.

Before leaving, please ensure you have;

- A driver
- Someone to stay with you for 24 hours after your anaesthetic
- Your discharge information and prescriptions
- Follow-up plans, and any required aids or scans.

After discharge, seek medical help immediately if you experience chest pain, shortness of breath, fever, vomiting, wound problems, leg pain/swelling, or any other concerns.

Postoperative call

A registered nurse will phone you within a few days after surgery to check on your recovery, answer questions, and ensure you're supported at home. If we can't reach you, we will send a text. You're welcome to contact us anytime with concerns.

Feedback

Your feedback – positive or negative – helps us improve. You can share compliments, concerns, or complaints with your nurse, or by phone, email or visit our website. Your care will not be affected.

 06 241 4100

 feedback@kawekahealth.nz

 www.kawekahospital.nz

You will receive a short, anonymous survey by email, in the month following your discharge date. We greatly appreciate you providing anything you are willing to share about your experience. You may also be asked to complete a post operative surgical site survey.



Want to know more? Visit www.kawekahospital.nz



Understanding Your Account

In addition to your hospital account, you may receive separate invoices from your surgeon and anaesthetist. These are paid directly to them.

Hospital Cost Estimate

Your estimate is based on average costs and may include;

- Admission fee
- Theatre time
- Recovery (PACU)
- Accommodation / type of stay
- Medical supplies
- Any specialist equipment

Please note this is an estimate only and final costs may vary depending on the care and treatment required during your stay.

Payment

Payment is required at least five days before surgery if you are:

- Self-funding.
- Have an insurance excess, or
- You do not have prior approval from your insurer.

We accept EFTPOS and credit cards (surcharges apply). Payment details and options are available on our website.

Final costs will be adjusted after discharge (refund or additional invoice if needed).

For queries, please contact our accounts team by calling 06 241 4100 or emailing finance@kawekahospital.nz

Thank you for choosing Kaweka Hospital



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