

Health

Welcome to Oamaru & Waitaki District

Where to go when you're feeling unwell

Feeling unwell is never fun and can be a worrying and even frightening experience. However, there are many places you can go to for medical advice and support. Follow the simple flow chart below to find out which service is best for you.

Are you having an emergency?

Yes

Go to the Emergency Department

Anyone who is experiencing an emergency medical event should immediately phone **111** for ambulance assistance or go to the Emergency Department.

This includes mental health emergencies.

Oamaru Hospital,
8 Steward Street Oamaru.

No, or not yet

Call Healthline 0800 611 116

Healthline is always a good place to start if you're unsure of your symptoms and generally feel unwell. Healthline is a free telephone health advice service available through New Zealand at any time of the day or night. Phone 0800 611116 from either a land line or a mobile phone to access free, confidential health advice from a registered nurse.

Or

Do you need Mental Health services?

Yes

Or

Call your GP or Emergency Psychiatric Services

Mental health support is available from your GP, (doctor) who can refer you to other services if needed.

If you need mental health support urgently, you can call:

Emergency Psychiatric Services:
at any time on 0800 467 846

Lifeline: 0800 543 354

Youthline: 0800 376 633 or free txt 234
or email talk@youthline.co.nz

Suicide Prevention Hotline: 0508 828 865

Need to talk? Free call or text **1737** any time for support from a trained counsellor

Or

Seek advice from your community pharmacist

Please remember:

Keep the Emergency Departments for emergencies. Emergency Departments are busy places and patients are treated on a needs basis. Emergencies and severe illnesses will take priority over more minor complaints. Sometimes this can mean waiting times of several hours, depending on the seriousness of your condition. For minor illnesses and injuries, please seek advice from Healthline, your GP or after hours doctor in the first instance.

Don't wait till it's an emergency. Get care soon.



HEALTH

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The Ministry of Health website explains everything about health in New Zealand. This is the best place to find out about the New Zealand health system and all you are entitled to. www.health.co.nz

Migrant Tip– Ask to use **Ezispeak** if you need an interpreter at the doctors.

GENERAL PRACTITIONERS (GP) Doctor

Central Medical, 19 Eden Street, Oamaru	434 8181
Junction Doctors, 81 Wansbeck Street, Oamaru.	434 2112
Kurow Medical Centre, 8 Wynyard Street, Kurow	436 0760
Oamaru Doctors, 8 Coquet Street, Oamaru.	434 1000
East Otago Health Centre, 117 District Road, Palmerston	465 1444
North End Medical, 8 Frome Street, Oamaru.	437 0347
South Hill Medical, 11 Arun Street, Oamaru.	4348499
Whitestone Family Practice, 32 Ribble Street. Oamaru.	434 7697

Tip– Enrol with a doctors' practice **BEFORE** you require medical attention. You will be given advice about immunisation and screening.

HEALTH SERVICES FOR CHILDREN IN NEW ZEALAND INCLUDE:

- a **midwife** during pregnancy, labour and up to the first 6 weeks after birth
- **doctor (GP) and practice nurse services** (through a general practice team)
- **Well Child Tamariki Ora Services** a Plunket nurse or a similar service to help make sure that you and your child are doing well. The nurse will support you from when your child is around 6 weeks old until they are 5 years old
- a **dental therapist or community dentist** (through Community Oral Health Services Phone 434 6170)
- Many other services like ante natal classes, breast feeding support, parent help advice etc

Most of these services are free for residents, but there may be some charges for non-residents, so please ask about costs.

IMPORTANT NUMBERS

- Healthline **0800 611 116**
- Plunket Line **0800 933 922** This is a 24 hour phone line that offers advice to parents.
- National Poisons Centre **0800 764 766**
- Parent Help Line **(04) 499 9994** or **0800 568 856**

HEALTH SERVICES FOR THE ELDERLY IN NEW ZEALAND

There are many services available to support older people so they can continue to live in their own home. A GP will be able to assist you with these services.

If independent living is no longer possible, in contrast to other cultures, NZ older people often go into rest homes rather than being cared for by their families. Depending on the amount of money / assets you own, the rest home care may be free or you may have to pay. In Waitaki the rest homes are Iona, Harbour View, Observatory Village, Sandringham House, Northanjer and Southanjer (Dementia Care) plus Whalan Lodge (Kurow) and Kimberley Rest home (Palmerston)

Age Concern is the agency which supports older people to have a healthy lifestyle full of opportunities and protection from harm. Ph 434 7008

PATIENT RIGHTS

In New Zealand, when you use a health or disability service you have rights. The rights are called the Code of Health and Disability Services Consumers' Rights or "the Code".

Call 0800 55 50 50 and ask for a health and disability advocate or email advocacy@advocacy.org.nz.

HEALTH DIRECTORIES

Mental Health and Addictions Waitaki Health and Disability/Social Services Directory

(These are comprehensive lists of services available in Waitaki)

www.saferwaitaki.co.nz/directory

Waitaki Multicultural & Waitaki Newcomers Network

Abacus House, 102 Thames Street, Oamaru
Phone 03 434 7544 Mobile: 027 325 6151
Email coordinator@waitakimulticultural.org.nz



WAITAKI
MULTICULTURAL

