

confidential & Private Care

- We offer a confidential and private service. What we talk about is PRIVATE and between you and our healthcare team. We won't share it without your permission, unless we have concerns about your safety or wellbeing or the safety of someone else.
- We will treat you with respect for your values, beliefs and culture and will not pressure you to do anything you do not want to do.

You can find out lots more about confidentiality in healthcare and your rights by talking to your health care team or check out **Your Rights for Young People** at <https://www.adhb.health.nz/assets/Uploads/Auckland-DHB-Youth-Friendly-Your-Rights.pdf>



How can you help us to help You?

- Be actively involved in making decisions about your care and treatment
- Ask lots of questions until you completely understand everything
- Talk to us about anything that might affect your health and well-being
- Let us know if getting to appointments is difficult for you
- Respect our staff and property
- Respect the needs of other patients

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We value your feedback

If you are not happy with the way you have been treated you can talk to anybody in your healthcare team about how you are feeling.

If you do not feel comfortable talking to your healthcare team, or you have talked to them but still feel unhappy please contact the Consumer Liaison Team:

Email: Feedback@adhb.govt.nz

Phone: 09 375 7048

Youth Survey Feedback

We would love for you to complete our Youth Feedback Survey. We use this information to make changes to the way we provide care for young people.

Your healthcare team will have hard copies of this survey or you can access it online at:



A survey for parents or carers is also available:



Welcome to Auckland District Health Board

Information for young people in Adult Rheumatology

www.healthpoint.co.nz/public/rheumatology/auckland-dhb-rheumatology-services/

“get it right” for Youth



Welcome Haere Mai | Respect Manaaki | Together Tūhono | Aim High Angamua

Our service

Your first appointment in Adult Rheumatology is usually 1 hour, and follow up appointments are 30 minutes.

You are always welcome to bring a support person to your appointments.

Getting the most out of your appointment:

- Write down any questions you have, and bring a list of your current medicines.
- If you need regular blood tests, try and have one in the 6 weeks before you come to clinic. Call us if you need a form.
- It is much easier to assess your joints and skin if come to appointments wearing loose clothing and no nail polish or make up.

We have free Wi-Fi available (look for Hospital-Hot Spot in your Wi-Fi Settings)

Our team

Our service is made up of specialist doctors (rheumatologists), trainee specialist doctors (Fellows and registrars) and nurse specialists. A specialist will always oversee your care, but appointments may be with another member of the team under their supervision.

How to find us

- The ADHB Adult Rheumatology Service is located at **Greenlane Clinical Centre**, Gate 1, Greenlane Rd West, Greenlane.

You can find information about travelling to Greenlane (and/or parking) at:

- <https://www.adhb.health.nz/patients-and-visitors/getting-here/> or go to <https://at.govt.nz/journey-planner>
- You may want to arrive 15 min early as parking can be difficult.

When to contact us

- If you are unable to make your appointment, or need to change the date/time.
- If you need support between appointments such as for an earlier check-up, renewing a 'special authority' for a medicine, a disease flare, or trouble with your medications.

How to contact us

Support is available:

**Mon - Fri
8am - 5pm
0800 474 386**

Maria Lobo (Rheumatology nurse specialist)
Email: Mlobo@adhb.govt.nz

Helpful Resources

Websites

www.arthritis.org.nz

<https://www.youthline.co.nz/> - variety of helpful resources and support links for youth

<https://thelowdown.co.nz> – support for young people feeling down, low, anxious or depressed

<http://www.cads.org.nz/> - support for young people wanting to talk about alcohol &/or drug use

<https://www.health.govt.nz/your-health/services-and-support/health-care-services/healthline> - general health advice from trusted health professionals

<http://www.ashs.org.nz/> - all about specialised sexual health care in Auckland

Apps to support health & well-being

All Right
Virtual Hope Box

Smiling Mind
Aunty Dee

Calm
Mind Shift

Phone based support

Need to Talk. Free call or text 1737

Auckland Crisis Team: 0800 800 717

Healthcare in the Community – finding a local GP

Do you have a GP (General practitioner) who you trust and can connect with? If you need help with finding a GP, a list of local GPs in your area can be found at www.healthpoint.co.nz

Your GP can support you between specialist appointments; provide prescriptions and request an earlier appointment with us if you need it.



“get it right” for Youth