

# 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** on our website: [www.adhb.govt.nz](http://www.adhb.govt.nz)



## 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](mailto: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:**



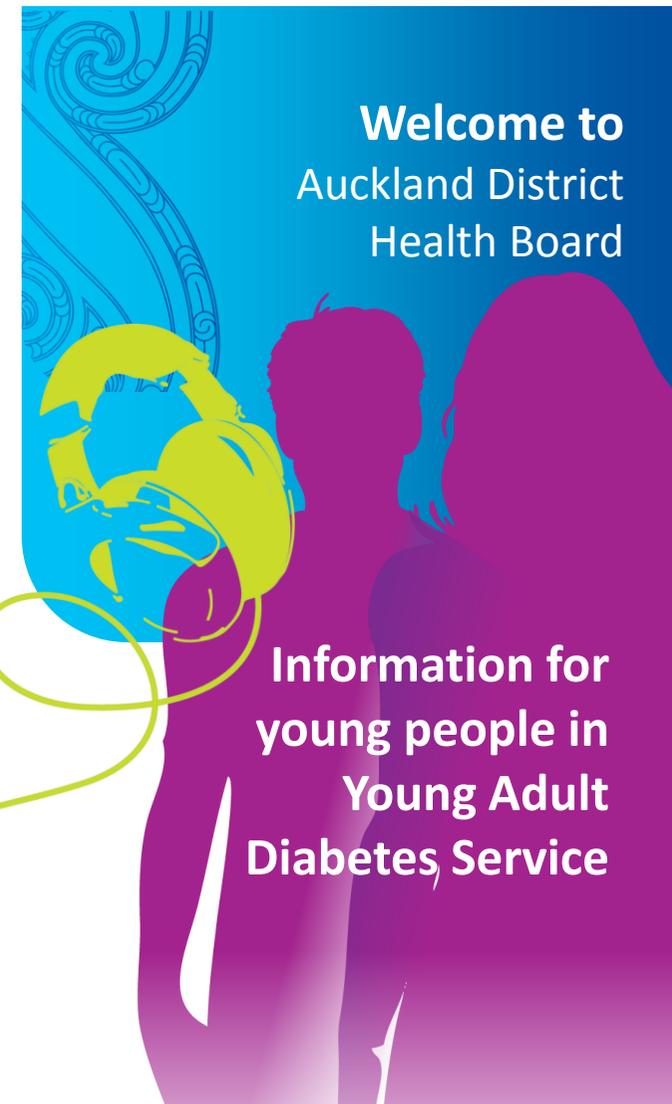
A survey for parents or carers is also available:



“get it right” for Youth



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



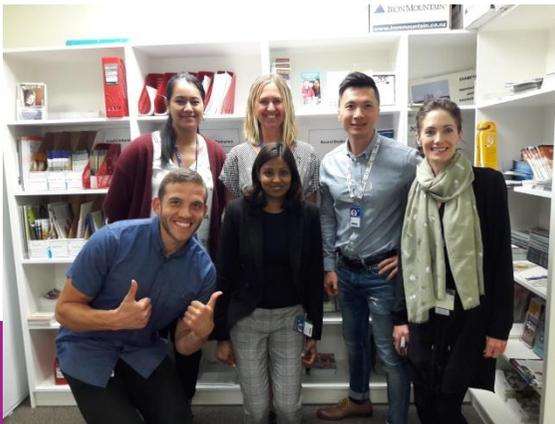
Welcome to  
Auckland District  
Health Board

Information for  
young people in  
Young Adult  
Diabetes Service

## Our service

- We are a team of specialist doctors, nurses, dietitians, administrative staff and a health psychologist, who love working with young people .
- We want to help you get the best out of life.
- We run clinics on Monday from 2.30pm – 6pm.
- If you live, study or work in the city we also have a clinic at the University of Auckland student health once a month on Tuesday afternoon.
- We think it is important that you make positive connections with our team so let us know if you are not connecting and would like to try seeing somebody different in clinic.
- Bring a friend or your Whanau/family to our clinic if you would like extra support.
- There is **free Wi-Fi** available in our clinic. Look for “Hospital Hotspot” and log in for free access.

## Our team



## How to find us

- The Auckland Diabetes Centre is at Greenlane Clinical Centre – building 4 level 1
- Bus routes 650 and 321 stop right outside our building at Greenlane Clinical Centre
- If you want to access the paid parking (\$4/hr) the best entrance is Gate 1 from Greenlane Road
- Come into the main building 4 ( where the chemist and café are) then come up level 1.
- Our friendly receptionist will ask you if your contact details and GP are still the same.

## When and how to contact us

- If you can't come to clinic and need to change your appointment call us on **09 630 9980**.
- If you need help adjusting your insulin doses or would like to talk to one of our team call or text us on **021 803 220**. We are here to help.

Support is available:

**Mon - Fri, 8am - 4pm**

**! Never stop your insulin if you are unwell .**

If you have **abdominal pain and/or vomiting and/or have ketones > 3 mmol/L** go to the **Emergency Department at Auckland City Hospital** at 2 Park Road Grafton

**For medical emergencies call 111 for an ambulance**

## Helpful Resources

Diabetes New Zealand

<https://www.diabetes.org.nz>

Diabetes Youth

<https://diabetesauckland.org.nz>

Family Planning

<https://www.familyplanning.org.nz/>

**Apps you can download for free**

**SPARX /Aunty Dee/Smiling mind/Mind shift/ Virtual hope box/ Easy Diet Diary**

## Healthcare in the Community – finding a local GP

Do you have a GP (General practitioner) who you trust and feel like you can connect with?

If you need help with finding a GP, talk to us about how we can support you with this.

**“get it right” for Youth**

