

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



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

MedPhoto&Graphics | FEB19 | CC6896

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

Transition information for young people in the Paediatric Renal Service

“get it right” for Youth



Our Transition Service

Young people with kidney problems cared for by children's teams have to move to adult care eventually. This happens for most teenagers between the ages 16-18. Which adult kidney team you will move to depends on where you live.

Moving on means you will have some new challenges such as learning about adult health care, meeting new teams, and becoming more independent (in charge) of managing your healthcare.

Why is Transition important?

To help you become as independent with your healthcare as possible, before and after you move to adult care.

Everyone will have different needs and abilities and your transition plan will take this into account. Some young people will find it easy to manage their health needs. Others will still need ongoing support from their family or care-givers during this time, and after moving into adult care.

How does it work?

From age 12-14 and on, you can be seen for part of the clinic visit on your own, with your parent/caregiver joining towards the end.

We will start talking to you about your health condition, including asking you about the names, doses and reasons for your medications. We can give you written information in easy to understand language if that is helpful.

We will talk about ways to help with medication taking and reminders/apps you can use.

We will start to talk about health and lifestyle, such as drug and alcohol use, sexual health, contraception and how you are feeling. Information you choose to share with your team is private / confidential.

Child Healthcare	Adult Healthcare
Questions, discussions and plans for your care are had with parents/ caregivers.	You will be asked questions and the discussions and plans will be made with you.
Your parents / caregiver decide what the best care plan is for you.	You will make decisions on what care is best for you.
Your parents/carer help you understand what we are doing and why.	You can ask your health team questions to help you understand. You can also have a parent or support person with you to listen and help you understand .
Your parents/carers will know when your appointments are.	You will need to start knowing when your appointments are.
The wards in the children's hospital are familiar to you, many have games and activities for you to do.	Adult wards do not provide any activities.
You usually have your own room at Starship.	You may be in a two or four bedded room with other adults.
Wards are usually set up for a support person to stay.	Wards are not set up for a support person to stay unless you are seriously unwell.
Your parents are responsible for giving you the right medications at the right time.	You will take responsibility for taking all your medications.
Your parents and healthcare team make sure you do your blood tests and treatments when needed.	You will be responsible for getting your blood tests and treatments done.
You may be part of Kidney Kids support group.	You can still be part of Kidney Kids support group until your early twenties– they have a young adult camp too! There are adult support groups ; Kidney Health NZ & local kidney societies in some areas.

How can your parents help?

- Support you to understand and become more involved in your health care.
- Provide advice and guidance when you are not sure about things.
- Help you connect up with the healthcare team independently of them (e.g. talking to the doctor alone in clinic, texting or calling the nurses for results)
- Listen to you when you want to talk about things that are worrying you.
- Help you find a GP that understands your health needs and you feel like you can connect with.

A note for Parents ...

- Young people will achieve different levels of independence at different ages. Some may never achieve independence in some areas.
- Gradually share the knowledge that you have built up over the years, with your teenager.
- Remember to praise your child when they show you they are stepping up and taking responsibility.
- Our brain and ability to plan and assess risk is still developing until the mid-late 20's. This makes staying on track with taking long term medication especially difficult for teens.

If you are worried about your child (e.g. not taking their medications, not enjoying life, taking risks) please talk to us – we can work together with you and your teen to keep everybody safe

“get it right” for Youth

