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www.adhb.health.nz
starship.org.nz

Haere Mai

Some things you need to know about visiting your whānau in hospital



Whānau play an important role in the lives and care of patients. Working together we can make sure patients have the best possible care. This includes supporting everyone to feel safe when visiting our hospitals.

Who can visit

During a pandemic only whānau who have been nominated by the patient or a delegated person can visit. This helps to keep us all safe.

Patients can nominate one or two whānau to visit during their stay in hospital.

Only one nominated person can visit each day. Check with the other nominated whānau when you plan your visit.

If your whānau or loved one in hospital is COVID-19 positive, we have some tighter visiting guidelines – please talk to the nurse in charge.

How to register to visit

The patient or person who is delegated to make decisions for the patient will need to give the names and contact details of one or two whānau they want to visit them in hospital.

The ward staff will register the nominated whānau into our system.

If you are a nominated to visit, we'll email or text you a QR code.

What to expect when you arrive at our hospitals

You can expect a friendly welcome at the entrance from one of our team. It's their job to check you are registered to visit that day and check you in.

Please allow 5 minutes for us to register you and to check you in.

During the check-in process we'll ask to see the QR code we sent you and ask you a few questions to help keep us all safe.

When you're visiting please wear a mask at all times. We'll provide you with a surgical mask on arrival, please wear this rather than a fabric face covering. Please use hand sanitiser, follow any physical distancing guidelines and go straight to the bedside of the patient you are visiting.

Please don't visit if you have COVID-19 symptoms or have tested positive for COVID-19.

Compassionate visiting

There are times when it will be important for more than one whānau to visit. Reasons for this might include:

- Extra support for those who have difficulty communicating
- Long-stay inpatients
- Patients whose condition has worsened
- Patients at or near the end of life

Please talk to the charge nurse or lead doctor caring for your loved one about compassionate visiting.

Keeping in touch

You are welcome to use the free wi-fi in hospital to support other whānau and friends to stay connected with patients in hospital.

Thanks for being one of the team and keeping us all safe