

Our team offer care for women birthing at Clutha Health First, at home, or at Queen Mary Maternity Centre in Dunedin.

For more information please contact

- Michelle Thomson: 027 201 8022
- Sheryl Smith: 027 201 8137

## Community Health Services

Clutha Health First offers the following community based services to our community:

- Clinical Needs Assessment
- Day Rehabilitation Programme
- District Nursing
- Meals on Wheels
- Occupational Therapy
- Social Work
- Speech Language Therapy

Patients and families may refer for services in the community. Please contact us on 4190500 to enquire.

## Outpatients

Clutha Health First offers the following funded outpatient clinics from our Balclutha facility:

- Continence Specialist
- Diabetic Eye Photography
- Diabetic Nurse Specialists
- Dietitian
- Endocrinology
- Gastroenterology

- General Surgery
- Gynaecology - including Nurse Specialists
- High Risk Podiatry
- Mobile Surgical Services
- Older Persons Health
- Oncology
- Orthopaedics
- Paediatrics

In addition to the above public clinics, we also host an array of private clinicians. Please enquire with our Outpatient Department for visiting times.

## Feedback

We welcome your feedback about your experience, good and bad, so we can learn from it and continually improve. If you give feedback on behalf of someone else, we may need their permission to respond to you. All patients have the right to complain.

You can provide feedback to us by either:

- Complete the online feedback form on our website [www.cluthahealth.co.nz](http://www.cluthahealth.co.nz)
- Email: [feedback@chf.co.nz](mailto:feedback@chf.co.nz)
- Write to: Attn: Feedback, Clutha Health First, PO Box 46, Balclutha

## Support Person

You have the right to have support persons and/or a chaperone present when receiving treatment. If required, we offer a free interpreter service.

## Cultural/Spiritual Beliefs

If you have any cultural or spiritual beliefs that we need to be aware of, please let us know. CHF can also refer you to Hauora Māori Health Services or Pasifika Health Providers if needed.



# CLUTHA HEALTH FIRST

## Local Community Health Services



Phone: (03) 419 0500



9-11 Charlotte Street, Balclutha



[info@chf.co.nz](mailto:info@chf.co.nz)



**Clutha Health First**

Hauora Tahī Ki Iwikatea  
Community Health



Clutha Health First is a community-owned healthcare provider, offering services for inpatient hospital care, maternity care, outpatient consultation services, and community health services such as District Nursing, Social Work and Occupational Therapy. Clutha Health First also has the largest general practice service in the Clutha District.

## What General Practices Do

General practice teams can:

- Provide treatment when you are unwell,
- Provide treatment and health advice for long-term conditions,
- Treat injuries,
- Help with wellbeing and mental health conditions,
- Prescribe medicines and give injections,
- Perform minor surgery,
- Refer you to other health professionals when necessary and work with them to look after you,
- Give lifestyle advice to help keep you well,
- Give immunisations.

## Enrolling with a General Practice

In New Zealand, you can choose the doctor or general practice that you visit. It is free to enrol with a general practice, but there may be a consultation fee each time you visit. If you are enrolled with a general practice, the cost of the visit will be lower.

At Clutha Health First, when you enrol you may be asked to show proof of identity, and This could include a passport or birth certificate. You will be asked to sign an enrolment form.

## After Hours Medical Care

Please phone the Clutha Health First General Practice on 419 0500 and your call will be answered by a Nurse who will be able to give you advice on possible treatment or make an appointment for you to see a doctor.

## Emergency Department

Clutha Health First does not have an Emergency Department on site. Please do not self-present to the facility.

The closest Emergency Department is in either Dunedin or Gore, both one hour's drive away.

If your concern is an emergency, please call 111 and request an Ambulance.

## Healthcare for Children Aged 13 Years and Under

If you are enrolled with Clutha Health First General Practice, children under the age of 13 years and under, will have no consultation fees.

## Midwifery Care

When you find out you are pregnant you should choose a Lead Maternity Carer (LMC) as early as possible. This is very important for your health and your baby.

The LMC is responsible for your care throughout your pregnancy, labour and birth, and for you and your baby's care until the baby is 6 weeks old. They will provide you with care and information about the choices you can make.