

# help us to help you

PLEASE LET US KNOW IF ANY OF THE FOLLOWING HAPPENS:

- 1 You no longer need the appointment.
- 2 You change your address or contact phone number.
- 3 You have been admitted to hospital.
- 4 You cannot make the appointment (for any reason) and wish to arrange another time.
- 5 Your appointment clashes with one at Middlemore Hospital.
- 6 You think you are too ill to attend the appointment.

Call 277-1660

# the code of rights

MEANS THAT YOU SHOULD HAVE:

- 1 Respect and Privacy
- 2 Fair Treatment
- 3 Dignity and Independence
- 4 Proper Standards
- 5 Effective Communication
- 6 Information
- 7 Your Choices and Decisions
- 8 Support
- 9 Rights During Teaching & Research
- 10 Your Complaints Taken Seriously

# talk to us

Phone the Manukau **SuperClinic™** on **277-1660**.

Our call centre staff will help you with your enquiries. We will phone you and send a letter notifying you of your appointment.

Please note, the call centre is open from 8:30 in the morning until 4:30 in the afternoon.

After hours leave a message on the message service. Remember to include:

- Your name
- Contact phone number
- Your hospital number

...or call the Counties Manukau District Health Board cultural resource and interpreting service on **276-0014**

## Manukau **SuperClinic™**

901 Great South Road, between Kerrs Road and Browns Road, Manurewa

## Botany Downs **SuperClinic™**

266 Botany Road, Howick

COUNTIES MANUKAU DISTRICT  
HEALTH BOARD

A Community Partnership

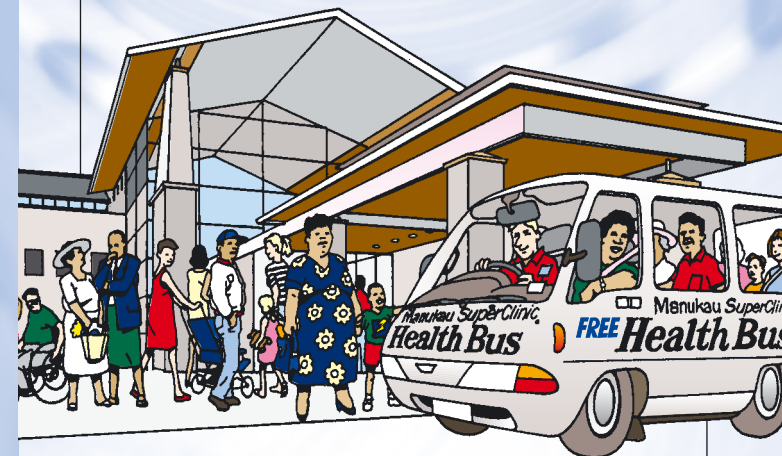
**Help us to help you to keep  
your appointment.**

*Ring us if you cannot keep your appointment.  
Make a note of the time and date of your  
appointment, don't miss it!!*

Talofa lava - Huan Ying - Hyanyoung Hapnida - Soursdey - Konnichiwa - Hello

# you are welcome at the

# SuperClinic™



Your Manukau and Botany Downs **SuperClinics™** bring free specialist patient-friendly care into the community for the community.

COUNTIES MANUKAU DISTRICT  
HEALTH BOARD

A Community Partnership

Kia Ora - Fakalofa lahi atu - Kia Orana - Malo e lelei - Ni sa bula vinaka - Taloha ni

Re-Order No. SUPC18 April 2003

# SuperClinic™

Your family doctor has referred you to one of the **SuperClinics™** for an appointment with a specialist doctor. The specialist is an expert in the area of health medicine for your specific illness or injury.

We will phone you and send a letter notifying you of your appointment.

We look forward to welcoming you at either the Manukau or Botany Downs **SuperClinic™** for your appointment. However, before you come for your appointment, there are some things that we would like you to know.



## important information



**1** The Manukau and Botany Downs **SuperClinics™** provide a free service if you are a New Zealand resident.



**2** If English is a second language, we can arrange an interpreter. Please call 276 0014.



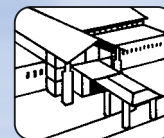
**3** We have a free bus for patients and their support person that travels through well-known shopping centres. Please call 277 1660.



**4** The Manukau and Botany Downs **SuperClinics™** are friendly, safe, healing environments. They are community clinics where we take care to be sensitive and understanding to your needs.



**5** If you wish to bring a family member or support person with you to your appointment they will be welcomed.



**6** The Manukau and Botany Downs **SuperClinics™** are not hospitals. People are referred to us by their family doctor for specialist diagnosis or treatment that will help them to keep well.



**7** Please let us know as soon as possible if you are unable to keep your appointment so that we can arrange a new one for you.



**8** If you do not come to your appointment you may not be able to get another one for a long time.