



Allied Health Outpatients - Physiotherapy

Welcome to Allied Health Outpatients, Physiotherapy

You have been referred to us for assessment and treatment.

During the assessment you will be asked questions about your current condition and medical history. This will help you and your physiotherapist, work together to decide the best course of management for your condition.

Please bring along any important information such as a list of your current medications and/or any Accident Compensation Corporation (ACC) documentation, if appropriate.

A physical examination, relevant to your condition will follow. You may be asked to remove some of your clothing so that the physiotherapist can see or examine the affected area more easily. Please wear comfortable, loose clothing (if you have a leg or lower back problem please wear shorts or a skirt) and supportive, comfortable footwear.

After your assessment, a treatment plan to help you meet your goals will be developed in consultation with you.

If, during your assessment or treatment, you feel uncomfortable with a question or request, please tell us at the time.

You are welcome to bring a support person with you. If you require an interpreter for your appointment please contact us to let us know.

Appointments

Please allow up to an hour for your assessment. Assessment for pulmonary (breathing) rehabilitation and lymphoedema (swelling) may take up to 90 minutes.

Follow up treatment sessions will generally be for 30 minutes. If you are booked into a class session these usually run for 60 minutes.

If you are unable to attend your appointment, please let us know (see your appointment letter for our contact phone number).

Please note: you may be discharged back to the care of your doctor (GP) if you do not attend, and have not contacted us prior to your appointment .

Length of treatment

This will depend on assessment findings by the physiotherapist and the goals that you set together. **We do not provide an ongoing physical maintenance service.**

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Continuing your treatment at home

Between your appointments you need to follow any advice and do any exercises given to you by the physiotherapist. It is very important to do them regularly, as this is the best way to achieve your goals.

Confidentiality

All information obtained and documentation made during your assessment and follow up treatments will remain confidential. We will ask your permission before giving any information to a third party, for example ACC.

We are available to talk to you about any aspect of your care – please ask if you need more information or support.

Contact Details:

Hours: 8.00am to 4.30pm Monday to Friday (excluding public holidays).

Please see your appointment letter for the contact phone number.

Car parking fees apply at North Shore and Waitakere hospitals. Charges vary depending on the length of stay. Please refer to the car parking signage around both hospital campuses.

Finding us: Allied Health Outpatients - Physiotherapy

Please see your appointment letter for information about the location of your appointment

Waitakere Hospital

Entrance F, Waitakere Hospital
55-75 Lincoln Road, Henderson

North Shore Hospital

Entrance 3, North Shore Hospital
Shakespeare Road, Takapuna

Some of our clinics run out of satellite clinics

OA&HH Community Outpatient (Karaka st)

Entrance 5, 9 Karaka Street
Takapuna, Auckland

OA&HH Hibiscus Coast Clinic

Community Health Centre
136 Whangaparaoa Rd, Red Beach
Whangaparaoa Peninsula

Health New Lynn

Level 2 Totara Building
1 McCrae Way, New Lynn

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