



# Welcome to Te Nīkau Hospital & Health Centre

**Te Whatu Ora**  
**Health New Zealand**  
Te Tai o Poutini West Coast

## How your hospital & health centre works

- Te Nīkau Hospital & Health Centre is a fit for purpose, modern facility designed to be a one-stop shop for health care.
- We see people for planned appointments, respond to people with urgent needs, admit and monitor patients that are more seriously unwell and stabilise emergency patients that require critical or specialist care.
- If you already have an appointment you will be directed to the appropriate waiting area.
- If you arrive with no appointment, you will initially be seen by a nurse who will ask you some questions to help us decide how urgent it is for you to be seen.
- Depending on your needs, you may be seen in the Emergency Department or in the Urgent Care clinic.

## How assessments are made

**Emergency patient**  
Straight to a bed

You have been assessed as requiring immediate care in the **EMERGENCY DEPARTMENT (ED)**  
You will be taken through to a bed and be seen quickly by the emergency team (doctors and nurses).  
*Examples include life-threatening conditions and injuries, severe breathing difficulty, heart attack, stroke, sepsis.*

**Emergency patient**  
Safe to wait

You have been assessed as requiring care in the **EMERGENCY DEPARTMENT**  
You will be seen by the emergency team, but it is safe to sit in the waiting room. You may be given medications, have an ECG or X-ray arranged or have bloods taken before you go through to ED.  
*Examples include moderate illness, infection, injuries, pain.*

**Urgent Care Clinic patient**

You have been assessed as requiring care in the **URGENT CARE CLINIC**  
You will be seen by a doctor or nurse practitioner.  
**\*This will incur a fee - refer to the payment expectations on the next page\***  
*Examples include long-term conditions, coughs/colds, UTIs, medication requests, minor injuries - cuts and sprains.*



## Why am I waiting?

- After you've been seen by a nurse you will be asked to wait until the ED or Urgent Care team are ready to see you.
- If you have to wait, it's because the team are currently caring for someone whose condition is more serious. Thanks for your patience.
- The waiting area is often busy as it is used by other services. Some patients are waiting for blood tests, x-rays and other pre-booked appointments.
- If you start to feel worse, please let the nurse know.

## Payment expectations

- Consultations are free for enrolled patients under 14 years old.
- Sexual Health and contraception appointments are free for all patients under 25.
- Booked and Urgent Care appointments are charged our usual fees for enrolled and un-enrolled patients and non-residents.
- The full Te Whatu Ora West Coast GP fee schedule is available on our website.
- Payments can be made at the Main Reception.

## Hours

- Hospital services, for example, Emergency Department and Inpatient Wards are available 24/7.
- Planned care is available between 8am - 8pm; Monday to Friday.
- Te Nīkau Health Centre provides an after-hours urgent care walk-in clinic between 5pm - 8pm; Monday to Friday.
- Weekend and public holiday hours are 11am – 2pm. This service is provided on a rotational basis with the local private GP practice.

## Entry and Parking

- Come into the hospital and health centre site off High Street, up over the bridge and turn right. Access to all services is via the main entrance on the Ground Floor. Please go to the Main Reception on arrival.
- Parking is available on campus with mobility parks close to the main entrance. Please arrive early to your appointment to secure a park.

## Contact us

Te Nīkau Hospital & Health Centre  
71 Water Walk Road, Greymouth

**Phone:** 03 769 7400 general enquiries  
03 769 9300 general practice

Keep up to date at [www.wcdhb.health.nz](http://www.wcdhb.health.nz)  
or follow us on Facebook.

## Working together to make it work for our community

We need your help to ensure that we can be there for you, your family/whānau and friends when you need us the most. You can help by:



Booking GP appointments over the phone on 03 769 9300 – it's the best way for us to plan for your care.



Getting repeat prescriptions by phone – this saves you time. Follow the prompts through to Script Line.



Enrolling with MyIndici, the internet service provided in partnership with your GP which lets you book appointments and order repeat prescriptions if appropriate at your convenience. Please talk to the reception staff at your general practice.



Making sure you are enrolled as a patient if you want to access our general practice team – this means you get reduced fees.

## Remember

- Making an appointment is the best way to get treatment as it means you spend less time waiting to be seen.
- If you have an urgent healthcare need and cannot make an appointment you will be assessed by a nurse and may have to wait to be seen by a member of our Urgent Care team
- If non-urgent – call us for an appointment or book online.
- If you need medical advice, call Healthline on 0800 611 116 or your general practice team 24/7 FIRST rather than visiting in person. After hours, follow the instructions to be put through to a nurse for free health advice.
- It's important to seek immediate help in an emergency – don't delay. If you are injured or experiencing severe symptoms it's critical that you still call 111.



**In an emergency  
always call 111.**