



# TE WĀHI TIROHIA ORANGA WHĒKAU

The Endoscopy Suite



# Acknowledgments

## Logo

Northland carver Poutama Hetaraka (Ngātiwai, Ngāi Tahu) kindly designed the Te Wāhi Tirohia Oranga Whēkau logo.



**TE WĀHI TIROHIA ORANGA WHĒKAU**  
The Endoscopy Suite

Translated, Te Wāhi Tirohia Oranga Whēkau means 'looking inside for the wellbeing of your health'. The shape of the logo and the circle with lens glare symbolises the scope which is used in the service of Endoscopy. The koru is a spiral shape symbolising new life, growth and strength. The inner circle features the district health board's decorative motif and provides a link to our organisational values which are at the centre of everything that we do.

## Photographs

We are very fortunate to have been gifted a collection of Northland images for display in The Endoscopy Suite. Our sincere thanks go to:

### 2400 x 1200mm

**Ryan Fatalla** - Cape Reinga

**Jay Nair** - Panorama Whananaki Mountains

**Naomi Waldron** - Caravan at Taupo Bay

**Liz Inch** - Te Kopuru - West Coast Northland

**Grant Birley** - Ruakaka sunrise from Brynderwyns

**Grant Birley** - Waipu - Shell and Sea Grass

**Ravi Chetty** - Pohutukawa Joy

### 1200 x 1200mm

**M Hartley** - Otaika Bush Track

**Billy Stewart** - View from Pohe

### 1800 x 1200mm

**Jack Austin** - Wairoa River in Dargaville

**Jay Nair** - Barge Park, Kiwi North

**Grant Birley** - Shipwreck Bay and Ahipara

**Liz Inch** - Tui feeding - Urquhart's Bay

**Arron Lilley** - Matapouri Beach

**Jade Yates** - Mahinepua Peninsula

**Meng Cheong** - Northland Kereru

### 420 x 297mm

**Maria Van Gelder** - Reflections Town Basin

**Maria Van Gelder** - Stormy, Mt Manaia

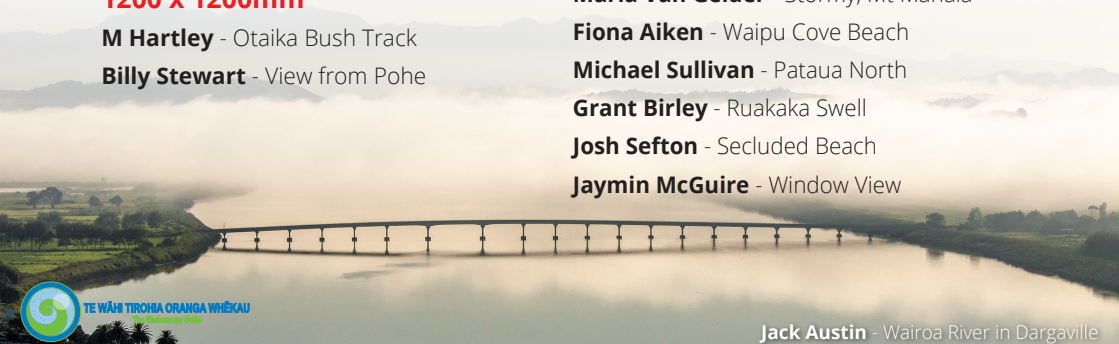
**Fiona Aiken** - Waipu Cove Beach

**Michael Sullivan** - Pataua North

**Grant Birley** - Ruakaka Swell

**Josh Sefton** - Secluded Beach

**Jaymin McGuire** - Window View



# Te Wāhi Tirohia Oranga Whēkau, The Endoscopy Suite

## Welcome to Te Wāhi Tirohia Oranga Whēkau, The Endoscopy Suite.

This booklet has been created to prepare you for your visit to The Endoscopy Suite at Whangarei Hospital.

It is designed to familiarise clients and their whānau of what to expect on the day of your appointment with us.

An Endoscopy Suite is a dedicated area where procedures are performed.

An Endoscopy is a procedure where the inside of your body is examined using an instrument or camera called an Endoscope.

Endoscopes can be inserted into the body through natural openings such as the through the mouth or through the bottom.

Te Wāhi Tirohia Oranga Whēkau has a pre-procedure area which has a waiting room with chairs, two procedure rooms and a post-operative area with beds.

A small discharge lounge with La-Z-Boy style chairs completes our suite.

Our staff members include Registered Nurses, Doctors, Clinical Nurse Specialists, a Specialty Clinic Nurse, Waitlist Clerks, Receptionists and Health Care Assistants.

Although our unit is small we are a dedicated team for Endoscopy.

You will need to bring a support person who can drive you home and be with you after your procedure.

**If this is not possible please contact the Specialty Clinic Nurse on 021 730 034.**

## What Procedures Are Done?

The following is a list of the procedures we regularly perform:

- Gastroscopy
- Colonoscopy
- Flexible sigmoidoscopy
- Polypectomy
- EMR (Endo Mucosal Resection)
- APC (Argon Plasma Coagulation)
- Bronchoscopy
- ERCP (Endoscopic retrograde cholangiopancreatography)
- PEG insertion or change (Percutaneous Endoscopic Gastrostomy)
- T.O.E (Trans Oesophageal Echocardiogram)
- Stent insertion
- Dilatation
- Other feeding tube insertions.

An endoscope is about the width of a finger and has the below features:

- A camera to view
- A flushing system for cleaning and washing
- A port for any instruments that may be required during the procedure.

# Wait List Clerk

Once we have received your referral into our service, you will be contacted by the wait list clerk to arrange a procedure time that is suitable for you.

Please inform the wait list clerk if you have diabetes or any heart or kidney problems.

You will be sent out a letter that has the date, time, doctor and location of your appointment.

There will also be a health questionnaire for you to fill in prior to coming into hospital and a brochure outlining what procedure you are due to have.

You will need to bring a support person who can drive you home and be with you after your procedure.

**If this is not possible please contact the Specialty Clinic Nurse on 021 730 034.**

# Specialty Clinic Nurse

Within our department we have a Specialist Clinical Nurse who is available to answer any patient enquiries or questions you may have prior to coming in.

Common questions are often about:

- The procedure itself
- Bowel preparation
- Medications you may be on
- Transport issues
- General queries about the procedure you are booked for.

**The Specialty Clinic Nurse phone number is: 021 730 034.**

# Getting Started

On arrival to Te Wāhi Tirohia Oranga Whēkau, The Endoscopy Suite, you will need to report to reception. From here a nurse will get you ready for your procedure which involves:

- Asking a series of questions related to your health and wellbeing
- Taking your vital signs (blood pressure, heart rate and temperature)
- An explanation about your procedure
- Placing of the IV luer if you are having conscious sedation
- Signing a consent form for your procedure.

You will need to give consent to have the procedure done. You will be asked to sign a consent form once you have been given a full explanation of the procedure and the risks involved.

You are encouraged to ask as many questions as you feel you need to understand the procedure.

**It is you right to choose to have the procedure or not once you have all the information.**

A nurse or doctor may go through this process with you.

# Procedure Room

There are three nurses who work in the procedure room. Each of these nurses have a different responsibility, all in an effort to make sure you have a successful procedure.

Your vital signs will be monitored closely throughout the procedure.

## Medications During Your Procedure

Medications are administered during most procedures to make the procedure as comfortable as possible for you.

Some of these medications are:

- Local anaesthetic spray- lignocaine spray
- Sedation - midazolam
- Pain relief - Fentanyl or Alfentanyl
- Conscious sedation - a mix of both pain relief and sedation.
- Entonox- laughing gas (bottom end procedures only).

Medications like midazolam and fentanyl work very well for your procedure but will remain in your body for up to 24 hours following being given.

You will not be allowed to drive for 24 hours following your procedure, and a responsible person must be with you for six (6) hours following your procedure if you are given these medications.

**If you have any concerns regarding this please contact the Specialty Clinic Nurse on 021 730 034.**

Entonox (laughing gas) has been recently added to our list of commonly used medications. This can be used on its own or as a combined therapy with the conscious sedation for bottom end procedures only.

Entonox is a short acting drug and patients return to their usual daily activities sooner when it is used on its own.

Please contact the Specialty Clinic Nurse if this sounds like an option for you, as there are some patients who this isn't suitable for.

## Recovery Area

On completion of the procedure you will be taken to the recovery area where you will be monitored for a period of time.

When you are feeling up to it you will be given something to eat and drink. A final set of observations will be taken a little while later and your IV luer will be removed if you are feeling well. Soon after this it is home time.

# Going Home

Your nurse will go over your procedure report with you and provide you with paperwork to take home.

Please ask for any additional information at this point if you do not understand something.

It is advised in the first 24 hours after having sedation that you do not:

- Do not drive a motor vehicle or ride a bike
- Eat a heavy meal
- Drink alcohol or take sleeping pills
- Make important decisions or sign legal documents
- Operate machinery.

If you need a medical certificate please ask a nurse as this can be given to you before you go home.

Depending on the findings of your procedure, a Clinical Nurse Specialist may come and see you before you go home.

# Post Procedure Phone Call

The morning after your procedure, a nurse will phone to check you are recovering well and that you understand your discharge paperwork. If you have any additional questions please feel free to ask the nurse at this time.

# Biopsies / Follow Up Appointments

If biopsies are taken the results will be forwarded to your GP. This can take approximately two weeks to confirm results.

If you require any additional appointments they will be posted out to you.

# Public Conveniences

There are clearly labelled public toilets located throughout the hospital.

Whangarei Hospital has two cafeterias:

- Public cafeteria on the ground floor is open Monday - Friday 7am to 5pm. Saturday, Sunday and Public Holidays (excluding Christmas) 9am to 3pm.
- Vibe Café on the lower ground floor is open to the public from Monday to Friday:
  - » 7am - 11.30am and 1.30pm - 7pm
  - » Staff only time between 11.30am - 1.30pm Monday to Friday.



# Bus Services from Kaitaia Hospital

If you are travelling from Kaitaia for your appointment at Whangarei Hospital there is a hospital bus service that you can use.

The bus arrives at Whangarei Hospital main entrance at 10:00am and leaves again at 3:00pm from the main entrance.

Please make sure the booking clerk is aware if you are catching this bus as your appointment will need to be made around these times.

Your support person will need to accompany you on the bus.

**This service is a service that you will need to book a seat on.**

Please contact the National Travel Assistance Coordinator on 0800 982 684 to book a seat.

# Dargaville Services to Whangarei Hospital

A Health Shuttle Service is provided for patients travelling from the Dargaville area to Whangarei Hospital.

Please contact 09 439 3013 if you would like to book onto this service and let the nurse know when you arrive for your appointment if you are using this service.

Your support person will need to accompany you on this shuttle.

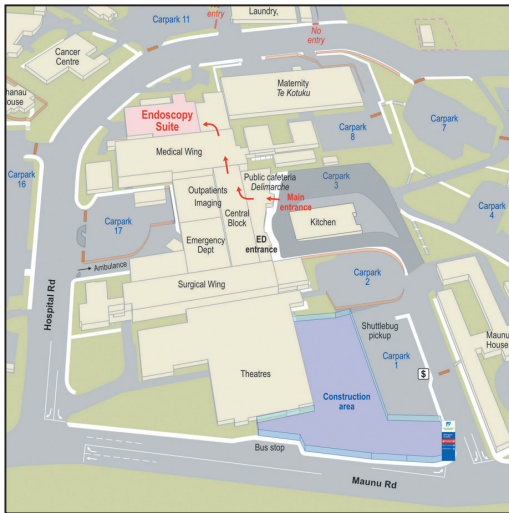
# Transport Issues

If you have issues in regard to transport to or from the hospital please contact the Specialist Clinical Nurse (021) 730 034.





# Map to find Te Wāhi Tirohia Oranga Whēkau, The Endoscopy Suite.



## Car Parking and Paid Parking

Attached is a map showing location of the endoscopy suite and parking areas available.

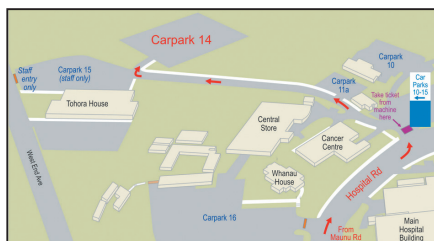
- 0 - 1 hour FREE
- 1 - 1.5 hours \$2.00
- 1.5 - 2 hours \$3.00
- 2 - 2.5 hours \$4.00
- 2.5 - 3 hours \$5.00
- 3 - 4 hours \$6.00
- 4 - 6 hours \$8.00



### Lost ticket \$10.00

The first one (1) hour of parking is free for the public. Weekends and after 5pm during the week is also free. Motorbikes and bicycles can park for free every day.

Our Parking Administrator patrols the car parks and is available to help you. If you are on site and need assistance please call **0800 472 757**.



# Your Rights

Your rights are guaranteed by law. This is known as the Code of Health and Disability Services Consumer Rights.

There is a leaflet outlining your rights and how to complain should you wish to do so.

Please ask one of the staff if you would like a copy of this.

# Interpreters

There is a language interpreter service available to those who require it.

You are required to have an official interpreter if you require this service. Using family members for interpretation is not recommended.

Services are available for both foreign languages and hearing and speech impairments.

Please let the nurse know if you would like a leaflet outlining your rights or access to the interpreter service.

**Patient privacy – when you are admitted to the Endoscopy Suite all information about you is confidential. If you want staff to talk to family / whānau about your discharge paperwork you will need to give your written permission.**

*“Māori Health Services and interpreters are available throughout the hospital. Ask for assistance on admission.”*

# Any Issues or Problems

If you have any questions about the following:

- Unable to make you appointment
- Trouble with the bowel preparation
- General medication enquires
- Transport issues
- General enquires
- Questions for the nurse.

**Please call the Specialty Clinic Nurse on 021 730 034.**



### Northland District Health Board

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