

Nominated contacts

Planning for better care together

Patient and family/whānau information



Why we need a nominated contact

Clinical teams need to have accurate family/whānau contact details, so they always know who to contact and how.

Canterbury DHB recognises that ongoing support from your family/whānau (or friends or carers) is key to your ongoing health and wellbeing. To help us make that happen, we would like to talk with you about nominating **two** contact people, ideally from different households who are in the best position **for this admission** to be your nominated contacts. They need to be available to support you and to be contacted during your hospital stay.

A nominated contact person:

- is available to be contacted in case of an emergency or a change in condition
- supports your personal needs while in our care
- keeps other family/whānau members informed and updated
- is the person who staff can check in with regarding any care questions if you are unable to respond

Being appointed a nominated contact does not over-ride privacy rules, we are only able to provide personal information that you have authorised us to share with authorised people. We will discuss what this means for you.

If you are the nominated contact person for your family/whānau member please take a few moments to find out how we can work in partnership, so we can plan for better care together.

What does the nominated contact need to do?

We ask you to:

- keep family members and friends informed of the person's condition
- ensure contact details are current
- speak to clinical staff about any concerns you may have
- ensure your family/whānau member has all their required personal belongings
- assist in coordinating your family/whānau member's leave arrangements upon discharge