

# Canterbury and West Coast DHB Communications Team Contacts

For urgent media enquiries after hours, during the holidays and at weekends, please call Christchurch Hospital (03) 364 0640 and ask to be put through to the on-call media advisor, or phone the on-call advisor on their number listed below.

<p><b>Mick O'Donnell</b></p>  <p><b>Communications Team Leader</b></p> <p>027 261 4824</p> <p><a href="mailto:mick.odonnell@cdhb.health.nz">mick.odonnell@cdhb.health.nz</a></p>	<p><b>Jeanie Watson</b></p>  <p><b>Senior Communications Advisor</b></p> <p>027 290 0961</p> <p><a href="mailto:jeanie.watson@cdhb.health.nz">jeanie.watson@cdhb.health.nz</a></p>	<p><b>Alex Taylor</b></p>  <p><b>Senior Media Advisor</b></p> <p>027 567 5343</p> <p><a href="mailto:alex.taylor2@cdhb.health.nz">alex.taylor2@cdhb.health.nz</a></p>	<p><b>Imogen Squires</b></p>  <p><b>Senior Communications Advisor</b></p> <p>027 836 1528</p> <p><a href="mailto:imogen.squires@wcdhb.health.nz">imogen.squires@wcdhb.health.nz</a></p>	<p><b>Renee Parsons</b></p>  <p><b>Senior Communications Advisor</b></p> <p>027 561 6253</p> <p><a href="mailto:renee.parsons@cdhb.health.nz">renee.parsons@cdhb.health.nz</a></p>	<p><b>Jess Stewart</b></p>  <p><b>Communications Advisor</b></p> <p>027 212 7476</p> <p><a href="mailto:jess.stewart@cdhb.health.nz">jess.stewart@cdhb.health.nz</a></p>
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**The Communications office will be closed from 5pm Tuesday 24 December until 8.30am Monday 6 January.**

**As per roster below on-call staff can be reached on their mobile phone.**

Christmas and New Year Roster	On-Call Media Advisor
Saturday 21 December	Renee Parsons
Sunday 22 December	Renee Parsons
Monday 23 December	WORKING DAY
Tuesday 24 December	WORKING DAY
Wednesday 25 December – Christmas Day	Imogen Squires
Thursday 26 December – Boxing Day	Imogen Squires
Friday 27 December	Renee Parsons
Saturday 28 December	Renee Parsons
Sunday 29 December	Jess Stewart
Monday 30 December	Jess Stewart
Tuesday 31 December – New Year's Eve	Jeanie Watson
Wednesday 1 January 2020 – New Year's Day	Jeanie Watson
Thursday 2 January	Alex Taylor
Friday 3 January	Alex Taylor
Saturday 4 January	Mick O'Donnell
Sunday 5 January	Mick O'Donnell

All requests for patient conditions, staff and patient interviews, photographs or filming **must** be made via the Communications Team.

If you carry out filming or photography without permission, our hospital security teams will ask you to leave the site immediately.

#### Our role:

- Condition update requests for patients, name unknown, who were admitted the previous day(s) in general cannot be actioned because once a patient has left ED it is extremely difficult to trace where they have been transferred to within the hospital.
- We do not release any personal information regarding a patient without consent of the adult patient or their next of kin. Where the patient is a child, we need the consent of the parent or guardian.
- Should consent be granted condition updates can be released using the following terms only:
  - **Comfortable:** patient recovering
  - **Stable:** patient can be very ill but generally doing ok – not life-threatening
  - **Serious, but stable:** vital signs stable, within normal limits, patient conscious and comfortable, indicators favourable
  - **Serious:** vital signs stable and within normal limits, patient conscious but may be uncomfortable, indicators questionable
  - **Critical:** vital signs unstable, not within normal limits, patient may not be conscious, indicators unfavourable.

While we respect that some families may want to share information with the media, we respect and support other families' right to decline to engage with the media and that they have a right to privacy.

Confirmation of a patient's death occurs only with family consent and after notifying next of kin. In most circumstances we will refer you to the Police Media Team ([media@police.govt.nz](mailto:media@police.govt.nz)), rather than comment ourselves.

**Canterbury**  
District Health Board  
Te Poari Hauora o Waitaha

