

COVID-19 Health Services

Impact update

24 March 2022

Some health services are being deferred or significantly reduced due to COVID-19, as our health system responds to the Omicron wave and growing cases in our hospital and community.

Health professionals are being redeployed to support specialist areas of high volume and need (such as ED) so patients with emergency and acute care needs stay well cared for. Support staff are also being redeployed to other areas of high need, such as helping to support welfare hubs across the rohe.

Thank you for your understanding as temporary changes are introduced to manage patient and staff safety.

Current Service Impacts

Hawke's Bay Hospital

Some appointments or planned care services are being deferred. This is reviewed on a daily and case-by-case basis per department.

- Patients directly affected are being contacted and their appointments/planned care rescheduled
- All acute/emergency appointments/surgeries continue as normal.

Outpatient appointments (Napier, Hastings, Wairoa and Central Hawke's Bay)

- Where possible, outpatient appointments are shifting to virtual consultations
- Patients are being contacted directly to discuss their appointments or planned care clinical assessments
- Due to weather issues the road to Wairoa is closed and this has affected the outpatient bus from Wairoa to Hastings.

City Medical Napier - Nurse-led overnight service (9pm to 8am)

Due to staff resourcing, the nurse-led clinic will temporarily close between the hours of 9pm and 8am from Thursday 24 March until further notice (to be reviewed in a fortnight on 7 April 2022). In the meantime:

- If you need immediate medical attention present to the Hawke's Bay Hospital's Emergency Department
- In an **emergency** ALWAYS call **111**
- If you're non-urgent but you are feeling worse during the day, plan to be at City Medical before 9pm
- For non-urgent health advice, speak to a registered nurse for free by phoning Healthline on 0800-611-116. This is a 24/7 service.

COVID-19 Health Services Impact update

District Nursing

District Nurses are rescheduling or deferring patient visits for those patients who have been assessed as less urgent and supporting patients or family to manage care. Nursing staff from within other Community Nursing teams have been redeployed to support the District Nurses with the provision of urgent care.

engAGE Community Allied Health Service

engAGE is prioritising urgent referrals with an aim to prevent hospital admissions and continuing to support our most vulnerable adults to remain at home.