

Wairoa Services

6 March 2023

Call centre F&Qs

Can my health appointment be done in Wairoa?

Te Whatu Ora – Health New Zealand staff are working hard to bring more healthcare services to Wairoa.

We will be scheduling more outpatient clinics in Wairoa and flying staff in to run these clinics.

What services will be run in Wairoa?

We will continue to run the same services and are working through new clinics we can safely provide in Wairoa.

Will services that used to come to Wairoa still be operating?

Yes. Specialist clinics and services such as ultrasound scans, occupational therapy and newborn hearing screening will continue to come to Wairoa.

I have a complicated pregnancy, where will I go if I need additional care?

Each pregnancy is unique and it is important to talk this through with your midwife or LMC, to ensure you have access to the right care in the right setting. Depending on the needs of each hāpu mama, you can be flown to Hastings or drive to Gisborne.

I have a specialist appointment or scan in Hastings, how will I get there?

Patients may be flown to and from Hastings for appointments and procedures. There will be no charge for this. Once the appointment is finished or once discharged from hospital, patients will be flown home to Wairoa.

What if I forget my appointment or miss my flight?

Your appointment and/or flight will be rescheduled for a new time.

What if my flight is cancelled?

Flights are occasionally cancelled when the weather doesn't allow flying. Clinics and appointments may be postponed at short notice but we will rebook you as soon as possible. We appreciate this will be hard for some people.

Can I go to Te Tairāwhiti instead?

Te Matau a Māui, Hawke's Bay and Te Tairāwhiti are working together to increase the services and clinical support available in Te Tairāwhiti to safely provide some services for Wairoa residents.

Te Tairāwhiti will be providing some mental health services and maternity services for Wairoa residents.

For some patients, Te Tairāwhiti will also provide scans. This depends on the individual circumstances of each patient including the type of scan needed, and if other health appointments need to happen at the same time.

I don't have enough data to do a telehealth appointment. Can I go somewhere to access the internet?

Yes, you can come to the Wairoa Health Centre for your telehealth appointment, you will need to ring outpatients in advance so we can book a room for your telehealth appointment and let us know if you need technical support to get set up.

What happens in an emergency?

People who need emergency care will be flown to Hastings. There is no change to this.