

# Accessing Hospice Waikato Care at Alert Level 3

- The administration building at Cobham Drive will remain closed to visitors until we go to Alert Level 2. All phone calls are being diverted to the inpatient unit and someone will be available to answer them 24 hours a day. The phone number is 07-859 1260.
- The community nursing teams continue to support most of our patients and their families by phone or video call. If urgent symptom management or end-of-life care is needed, they will come to your home wearing full PPE.
- The counsellors, social workers and spiritual care coordinator are available for phone and video call support.
- The inpatient unit is open, although visiting is limited. Each patient is allowed only one visitor who must stay in the patient's room and wear a mask. The hospice kitchen is providing a full catering service for them. Unfortunately, if this visitor leaves, they will not be able to return. However, there will be exceptions made for people wishing to sit with patients who are dying.
- Our outpatient clinics are closed until we go to Level 2.
- Similarly, the patient, caregiver and bereavement groups are cancelled.