

10 November 2022

[REDACTED]
Tēnā koe [REDACTED]

Your Official Information Act request, reference: HNZ00006906 Auckland ED Policy

Thank you for your request received on 18 October 2022, asking for the following information under the Official Information Act 1982 (the Act):

Please advise me any policy or prohibition that stops your ED staff

a) calling an ambulance staffer to assist or put in a luer into an ED admission patient

OR

b) wheeling an ED admission patient to the ambulance bay so the patient can request that assistance themselves

If there are restrictions, please advise the reason for the restrictions.

Response

The Te Toka Tumai Adult Emergency Department does not have any policy that either permits St John's staff to assist in placing a luer after ED admission nor prohibits it. Ambulance officers hand over patients brought to our Adult Emergency Department to nursing and medical staff. Once handover has occurred, care is transferred to Te Toka Tumai. St John staff are then free to respond to new calls from patients within the community.

How to get in touch

If you have any questions, you can contact us at ويا@adhb.govt.nz.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Nāku iti noa, nā



Dr Michael Shepherd
Interim District Director
Te Toka Tumai Auckland

[TeWhatuOra.govt.nz](https://www.TeWhatuOra.govt.nz)

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Te Kāwanatanga o Aotearoa
New Zealand Government