



WHANGANUI
DISTRICT HEALTH BOARD

Te Poari Hauora o Whanganui

Te Hau Ranga Ora Māori Health Service

This brochure provides information to patients and their family/whānau about Te Hau Ranga Ora Māori Health Service available to all families/whānau at Whanganui Hospital.



***Ko au ko tōku whānau
ko tōku whānau ko au***

Nothing about me without me
and my whānau/family.

Te Hau Ranga Ora Māori Health Service is available to all families/whānau during the day, on-call after hours and in the weekend.

Access to Te Hau Ranga Ora Māori Health Service is through Whanganui Hospital's information desk by calling **06 348 1234** or by asking staff on the ward. Ask to speak to a haumoana navigator about any of our services or facilities.

The team of haumoana navigators:

- are part of the WDHB hospital and health care team
- support patients and families/whānau during their stay in hospital
- assist family/whānau-centred care by working alongside staff to support and engage with whānau
- advocate for patients and their whānau
- facilitate links back to services in the community
- are available to patients and whānau on all wards.

Facilities available

Mauri Ora

A whare for emergency and temporary accommodation for out-of-town whānau.

Whare Whakatau Mate

A whare to support families who experience the sudden loss of a whānau member.

Expressing your complaint/concern

- Talk with the manager of the ward *or...*
- Talk with your haumoana navigator *or...*
- Call the customer relations and complaints coordinator on **06 348 3405**.

You can also text message your feedback:

1. Mention the department in your text.
2. Send it to **021 901 996**.

WDHB-9765v2