

30 March 2020

To: Our tangata whaiora, service users and whānau

We would like you to know about a change in our way of working in order to maintain your wellbeing, that of our staff, and community during the COVID-19 pandemic.

This is a different way of working and whilst we may not be able to do everything we could in a face-to-face session we believe it will provide you with a way to meet some of your needs safely. We want to stay connected and this is how we will try to do that.

We will be offering phone (virtual) appointments instead of face-to-face appointments with our clinical staff for most situations. We are investigating the possibility of providing video contact via mobile phones/computers - we will keep you posted about that. If the clinician thinks that they need to meet with you face-to-face, they will tell you where the meeting will occur and will make arrangements with you, and your family or whānau if appropriate, for that to happen.

**Please do not come to Hawke's Bay Hospital campus** unless you are specifically asked to do so.

If the number listed on our records is NOT presently the best number on which to reach you, please contact our reception staff:

Napier Community Mental Health and Addictions: 06 834 1815 ext. 4220

Hastings Community Mental Health and Addictions: 06 878 8109 ext. 5700

Wairoa Community Mental Health and Addictions: 06 838 7099 ext. 4875

CHB Community Mental Health and Addictions: 06 858 9090 ext. 5511

Child Adolescent and Family Services (CAFS): 06 878 8108 ext. 5848

If you use texting your keyworkers *please remember to include your or the service user's name*. It would also be helpful if you could *provide an email address* if you have one.

**Prescriptions:** We will be able to provide prescriptions as usual following your phone or virtual appointment and will fax these to your designated pharmacy.

Please do not contact us requesting unless you need the prescription within the following week. We will have the ability to do these on a daily basis on weekdays and pharmacies will be open throughout this period.

Emergencies and after hours please continue to contact: Emergency Mental Health Service on 0800 112 334.

Other places to get help:

- You can also contact the “Need to Talk” 1737 line as well as;
- Depression Helpline 0800 111 75
- Lifeline 0800 543 354
- Samaritans 0800 726 666
- Youthline 0800 376 633
- Red Cross : 027 8019661 or [duty@redcross.org.nz](mailto:duty@redcross.org.nz)
- Child Youth and Family Oranga Tamariki 0508 236459
- Alcohol and Drug Helpline : 0800 787 797

<https://COVID19.govt.nz> is our recommended website for great, reliable up to date health information, including mental health and addiction information, with links to apps, videos and more.

*If you are required to come to Hawke’s Bay Hospital Napier Health centre or rural clinics, please notify our reception by phone and do not enter the premises if you:*

- Have cold or flu-like symptoms (e.g. cough, sore throat, fever 38 degrees or above),
- Have been in close contact (this is defined as face-to-face contact closer than two metres for more than 15 minutes) with a confirmed case of Covid-19 (you should self-isolate for 14 days from the date of the contact),
- Have travelled internationally within the last 14 days
- Or been in close contact with a passenger or crew member from the cruise ship The Ruby Princess, which docked in Napier 15 March..

We want to assure you that we will continue to provide our services and supports to the community, whilst ensuring safety for all during the Covid-19 prevention period.

Let’s unite against COVID 19 !

Nga mihi, best regards

Mental Health and Addictions Directorate