

Client Information Guide

Wellington Sports Med



Ākau Tangi Sports Centre

72 Kemp Street, Kilbirnie
(WSM is on the mezzanine floor at
the north end of the building, looking
north over Evans Bay).

0800 842 749
wsmclinic@wsmgroupp.co.nz
www.wsmgroup.co.nz

NAU MAI HAERE MAI WELCOME TO WSM Group @ Wellington Sports Med

Within this guide you will find useful information about our clinic and the service that we deliver. We encourage you to visit our website www.wsmgroup.co.nz for further information about our clinicians and all the services we offer.

Our website is continually updated, and we invite you to subscribe to our e-newsletters enabling you to remain current with what is going on in the clinic.

Follow us on Facebook or Instagram to keep up with the latest team updates and clinical tips and tricks

- www.facebook.com/thewsmgroup
- www.instagram.com/thewsmgroup

Ask your physiotherapist for a business card; the cards have our web address, and you will find links on our homepage to all our other sites / pages.

We also have clinics at the following locations:

- Willis Street Physiotherapy
- Healthfit Collective Wellington
- Wellington College (for Students and faculty)
- Scots College (for Students and faculty)
- Victoria University (Kelburn Campus)
- Fraser Park
- Royal New Zealand Police College (Restricted site)
- Physiospot, Greytown

More information on our clinics can be found at www.wsmgroup.co.nz/locations

OUR PHILOSOPHY

We are a team of dedicated Allied Health Professionals that provide a comprehensive service enabling thorough assessment and treatments to enhance your return to function, sport, and work. We do this by using a range of **treatment techniques** to promote healing, increase strength, mobility, and function. We will also give you advice to manage your pain so you can achieve optimal health and wellbeing.

Our approach is to assess and to work with you, and your whānau as appropriate, to provide an appropriate treatment plan that is both specific and achievable for your needs.

Our vision is to be a leader in providing equitable, accessible, and deliverable physiotherapy and rehabilitation services in the Wellington region. Our goal is to develop and provide a unique and innovative service that ensures all clients get the best possible assessment, treatment, and customer experience.

CLINIC INFORMATION

Clinic hours of operation:

Monday to Thursday 8am - 6pm and Friday 8am - 5pm.

We are closed weekends and public holidays.

If you need urgent medical assistance out of hours, telephone your GP surgery who will advise you of your nearest emergency medical clinic. If your GP clinic is closed, you can call **Healthline** on **0800 611 116**. Healthline is available 24 hours a day, 7 days a week, and can provide free advice and direct you to the most appropriate healthcare service, including your nearest after-hours medical clinic if needed.

SITE OVERVIEW

This clinic is currently open five days a week. WSMed is located at the north end of the Ākau Tangi Sports Centre on the mezzanine level. There is plenty of onsite parking, including reserved parking in the underground carpark and at the Tacy Street entrance carpark at the rear of the building.

Our clinic is open to everyone, from high-performance athletes and weekend warriors to people managing everyday aches and pains. You don't need to have a sports-related injury to access our services.

SITES WITH NO ADMINISTRATION

At our satellite clinics, there may not be reception present. When you arrive for your appointment just take a seat in the waiting area and your physiotherapist will come out and greet you for your appointment.

None of our satellite clinics have on-site payment available. Following your appointment, our administration team will send you an invoice to be paid online.

FEES AND METHODS OF PAYMENT:

All of our fees are outlined on our [website](#). If you have any questions about the fees, please speak to our administration team.

WSM Group has a 'pay as you go' policy and payment will be expected at the end of each session. We accept Eftpos, Mastercard, Visa and cash.

DISABLED ACCESS

The clinic has full disabled access. There is flat and ramp access to the lift from the street and from the lift into the clinic and bathrooms.

TOILET ACCESS

There are two gender-neutral bathrooms within the clinic. One of which is wheelchair accessible. These are located on the right hand side of the clinic. There are more toilets available, located between the courts.

EVACUATION

Earthquake response and evacuation procedure

During an earthquake, people should crouch into turtle position and then follow the directions from the onsite fire warden. The meeting area is in the back carpark by the green sign. We then walk to the Kilbirnie Tennis Club on Crawford Road.

QUICK REFERENCE TO EMERGENCY PROCEDURES IF YOU DISCOVER FIRE

1. ACTIVATE the nearest manual fire alarm call point
2. CALL the New Zealand Fire Service – 111. CONFIRM nature of emergency, location and building address: Ākau Tangi Sports Centre, 72 Kemp Street, Kilbirnie, Wellington 6022.
3. EVACUATE the building via the nearest fire exit
4. ASSEMBLE in the nearest designated assembly area

IF THE FIRE ALARM SOUNDS

1. EVACUATE the building via the nearest fire exit
2. ASSIST persons with disabilities to evacuate only after the floors above have been evacuated and the stairs are clear
3. FOLLOW instructions from Wardens
4. ASSEMBLE in the nearest designated assembly area
5. DO follow fire exit signs.

DO NOT use lifts DO NOT carry food and drink DO NOT re-enter the building until the Chief Warden and/or the Fire Service advise that it is safe to do so.

The silencing of the fire alarm is not an indication that it is safe to re-enter the building. During an evacuation if the fire alarm stops sounding – continue to evacuate the building.

EARTHQUAKE or BOMB THREAT

Remain in the building – it is safer. Move away from windows and heavy equipment. Shelter under solid furniture and hold on. Fire alarms may sound due to earthquake – await instructions before evacuating. If fire breaks out, attempt to extinguish if safe to do so. If evacuation is necessary, alert other building occupants. Follow instructions from Wardens, Security and Police. If an evacuation is necessary, evacuation will be by word of mouth. When evacuating take personal belongings with you.

Exit doors are not to be locked, barred or blocked. Fire-stop and smoke-control doors are to be closed at all times. Fire exits are to be kept clear of obstacles at all times. Flammable materials are not to be stored near or within fire exit ways.

MEDICAL INFORMATION:

MEDICAL CONDITIONS

Please inform your clinician if you have any health issues or take any medications.

Some treatments are considered hazardous if you have certain medical conditions. Please inform your clinician if any of the following applies to you: Pacemaker, Artificial implants, Diabetes, high blood pressure, hearing aid, pregnancy, HIV, Hepatitis, allergies or allergic reactions, recent fractures, corticosteroids, anticoagulants, recent surgery, bone disease.

PREGNANCY

Pregnancy involves vast changes in a person's body which can affect the assessment and treatment that is recommended for you. Please always discuss your pregnancy with your clinician as there are considerations for the various stages of pregnancy. Your clinician will consider and discuss their recommendations and ensure that the benefits of the treatment outweighs any possible side effects.

YOUR RIGHTS:

HEALTH AND DISABILITY COMMISSIONER CODE OF RIGHTS

When you use a health or disability service in New Zealand, you have the protection of a code of rights. The code can be located [here](#) and we also have paper copies available at the clinic

INFORMED CONSENT

We have a consent policy which is followed by all our staff. Ahead of your appointment, we will ask you to complete our consent form. If you have any problems completing this or have any questions, please let us know.

During your consultation, your clinician will fully inform you of their findings as well as the assessment and treatment that they recommend. If at any time you have any questions or do not feel that they have fully explained their recommendations to you, please let them know. You have the right to decline treatment and to discuss alternative options with your clinician.

WHĀNAU

Some clients may wish their whānau to be present at the session. Please contact the clinic ahead of your appointment to let us know if you will be bringing your whānau so we can arrange a suitable room if needed and request access to the clinic for your whānau. If we do not have a suitable room available at the time of your appointment, we can give you the option of rescheduling to a different time.

GOWNS AND DRAPING

We believe you should always feel comfortable during your appointment. We encourage you to bring along your own shorts and a singlet top. These garments allow us to see the parts of your body that need to be assessed and treated, without making you feel exposed. We do have shorts available for you to wear if you are not able to bring your own with you, as well as towels for draping over you.

There may be times when the clinician needs to access areas that are difficult to drape. Please inform your clinician if you feel uncomfortable and to provide another option. You always have the right to say no and decline treatment.

INTERPRETERS

As a client you have the right to have an interpreter. Please ask the receptionist or a staff member for more information. There may be an associated cost with this service.

CHAPERONE / SUPPORT PERSON

You have the right to request the presence of a chaperone/s during assessment and treatment. If you have a support person in mind, please let the receptionist know and we will do our best to accommodate this.

Please note that the clinician has the right to decline a chaperone being present if they feel that safety may be compromised, or another consumer's rights may be unreasonably infringed.

SUGGESTIONS AND COMPLAINTS

Wellington Sports Med Limited appreciates that you are our client. As part of our continuing service improvement we invite you to provide feedback and make suggestions. This can be in many forms including via email to wsmclinic@wsmsgroup.co.nz or if you wish to email the managing director you can contact Amy Black, email: amy.b@wsmsgroup.co.nz.

If you are unhappy with any part of the service, it is your right to report a complaint and we will endeavour to deal with it in a professional, sensitive and timely manner. Complaints about the assessment and/ or treatment provided will be investigated by our clinical director, with the involvement of the Physiotherapy New Zealand Society if deemed necessary.

If you do not feel we have been able to resolve your complaint to your satisfaction you can escalate to the Health and Disability Commissioner. We will give you full details of how to do this if the complaint reaches this stage. Leaflets outlining your rights are available for you to take away and the code of rights is displayed in the reception area.

SECOND OPINIONS

When you are accessing a health service, you always have the right to a second opinion.

If you are dissatisfied with the diagnosis given by your clinician or are unhappy with the assessment and /or treatment you can ask for another opinion. You and your clinician will discuss whether a different clinician or a referral to a specialist is the best option.

With complex cases, the clinician may ask each other for a quick second opinion within the appointment, as we have clinicians with extensive knowledge in various clinical areas. These discussions usually take no more than 5 minutes. We appreciate your patience if your clinician is called away or running late because of their urgent support being needed.

In some circumstances your clinician may feel it is appropriate for you to be seen by a colleague. If this is so, they will recommend you make an appointment with that clinician. This will be an extended (40 minute) appointment, giving the clinician time to thoroughly review your history, assessment findings and treatment to date. You will only be charged a normal follow-up fee for the extended appointment.

CONTACT US

If you have any questions or concerns, please contact us and we will be happy to help.

Ngā manaakitanga,
The team at WSM Group.