



Kia Ora Welcome to APU

**Assessment Planning Unit
Tauranga Hospital**

The Bay of Plenty District Health Board has an active commitment to the Treaty of Waitangi and the improvement of Māori health.

Our Values

CARE
Manaakitanga

Tauranga Hospital 07 579 8000
Whakatāne Hospital 07 306 0999
www.bopdhb.govt.nz

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**Your GP has booked you into APU
- we look forward to seeing you**

When should I arrive at APU?

As your GP has booked you into the Assessment Planning Unit (APU), the clinical staff are expecting you to arrive soon after the appointment has been made. Once you have made your arrangements at home, such as feeding pets, please make your way to Tauranga Hospital, as you will be expected.

Where do I park?

Patient and visitor car parking is available – see map.

Where do I report to?

APU is located on the ground floor of Tauranga Hospital, adjacent to the Emergency Department (ED) and directly behind the main reception desk.

Please report to the ED Triage Counter and let them know that your GP has booked you into APU.

Can I have a support person with me?

Yes, if you would like a support person, you are welcome to have one with you.

What do I bring with me?

Bring your hearing aids, prescription glasses and medication. You may like to bring a magazine or book to read as there will be times when you will be waiting. Please don't bring valuables with you.

Will I have to wait?

Yes. Although APU is expecting you, there will be times where you will need to wait. Please note that patients are admitted to APU in the order of their clinical assessment, rather than their time of arrival.

What is APU?

APU is a very busy unit providing assessment and treatment for patients admitted primarily from their GP, plus some patients admitted from the Emergency Department.

APU consists of a triage (examination) area within a 24 bedded observational ward area and eight ambulatory chairs.

On admission to the ward area you will be introduced to the nurse who will be responsible for your care and who will be able to provide information about your planned treatment.

Both male and female patients are admitted to this area.

What can I expect at APU?

On arrival all patients are assessed. Some patients may have to wait to be seen if the doctor is busy with a particularly ill patient. The assessment process will include having your blood pressure, pulse and respiration rate recorded.

We will also need to take blood and will arrange a chest Xray and perform an ECG (tracing of the heart), if required. These are all routine procedures which will help staff to prioritise your care.

APU is a short stay unit and we aim to transfer patients, as beds become available to an

appropriate ward or discharge home, within 24 hours or less.

Although APU is a very busy unit, we strive to provide the highest quality care and treatment for all our patients. We welcome your comments and suggestions for improving our service.

Visitors

Visiting times are 8.00am to 8.00pm.

We would ask you to remember that rest is an important part of the healing process for patients, particularly when they are acutely unwell, and we do insist on no more than two people per visit as there is limited space.

We ask that visitors suffering from minor infections, such as a cold, should not visit the hospital site, for the sake of patients as well as themselves. We do not recommend babies being brought in to visit, again for their own protection.

How to contact APU

You and your family will be told of the best time to telephone for updates on the patient, or you can telephone 07 579 8000 and ask for APU.

However, we do not give detailed information over the phone as this would breach patient confidentiality. As the unit can be very busy and the nurse's priority is to perform patient care, please keep calls to a minimum by choosing a relative or friend who can act as your main point of contact and who will be able to keep the rest of the whānau/family informed.