

## Guide for the media

On weekdays, you can reach Waitemata DHB's communications department on (09) 486 8955 or 021 829 802. On weekends please ring 021 829 802 for the on-call communications advisor.

All requests for staff and patient interviews, photographs or filming must be made through the Communications Department.

It is Waitemata District Health Board policy that no filming or photography is to be carried out at North Shore Hospital, Waitakere Hospital, or any other Waitemata DHB site without permission from the Communications Department. In accordance with this policy, you must not film or photograph without permission. Waitemata DHB security will ask you to leave the site immediately, should you be found to be breaching this policy.

Our Communications Advisors can save you time and trouble trying to track down medical staff and researchers who specialise in the subject you are covering. Often we can put you in contact with a busy practitioner who may not otherwise understand the demands of your deadlines. Please advise us of the deadline you are working to when making your enquiry. We will do our best to facilitate your request, subject to the availability of our practitioners.

### Providing information

We place great emphasis on the need for the strictest confidentiality in respect of our patients.

Please read the following guidelines in relation to the disclosure of information about patients carefully:

- We do not release any personal information regarding a patient without consent of the adult patient or, where the patient is a child, the consent of the parent or guardian. Please note that consent is required to confirm a patient's admission to hospital
- After obtaining consent, we may confirm admission and provide a condition report for the patient limited to one of the following descriptions:
  - **Stable:** condition unchanged
  - **Good:** vital signs stable, within normal limits, patient conscious and comfortable, indicators favourable
  - **Fair:** vital signs stable and within normal limits, patient conscious but may be uncomfortable, indicators questionable
  - **Critical:** vital signs unstable, not within normal limits, patient may not be conscious, indicators unfavourable.
- We will not confirm other details unless we have consent from the patient or their parent or guardian
- When patients or their family members decline consent for release of information and request that all information about them or their child remains confidential, we are unable to comment on such patients
- Confirmation of a patient's death occurs only with family consent and after notifying next of kin.

### **Visiting Waitemata DHB sites**

The Communications Department must approve access by the media to any of our sites. Where access is agreed, a Communications Advisor will meet you on site and accompany you for the duration of your visit.

Please let us know your needs in advance. If your plan includes photography of a patient, family or a staff member, we can seek photo consent on your behalf in advance. This will avoid delays.

Verbal consent to filming/photographing is insufficient. We must have written consent in advance. Communications Advisors can inform you of staff commitments, treatment schedules and requirements for infection control, and arrange a mutually convenient time and location for your interview.

If Waitemata DHB agrees to a media organisation coming onsite to film you will be required to sign and return a Filming and Location Agreement in advance.

Depending on the nature of your request, a facilitation fee may be applicable. Each request will be treated on a case by case basis. The fee covers the cost of processing your application and staff time.

### **Major incidents**

Should a major incident occur, Waitemata DHB has a contingency plan that includes arrangements for the media. A press centre will be established and the media will be notified on arrival at North Shore Hospital. This will be set up for press conferences. You will be given regular updates on the situation and the opportunity for interviews, if appropriate. Depending on the type of incident, we will decide at the time whether photographs/filming will be permitted and how this will be facilitated.

### **Official Information Requests**

All Official Information Requests should be directed to:

Waitemata DHB c/o Matt Rogers

Email: [info@waitematadhb.govt.nz](mailto:info@waitematadhb.govt.nz)

Post: Private Bag 93-503, Takapuna, AUCKLAND CITY 0740

Phone: (09) 486 8955