

18 August 2021

Dear Health Partner,

We are writing to update you about how Hospice Southland delivers specialist palliative services at Covid-19 Alert Level 4.

Hospice Southland will continue to provide specialist palliative care to all current programme patients and families. Triage and assessment of new referrals will continue without interruption.

The community palliative care nurses and Allied Health team are available to support patients and families via telephone or video link. Face-to-face community nursing visits can be arranged for urgent needs, particularly if the need cannot be met by the primary health provider. Medical reviews and outpatient appointments can be arranged via video link (Doxy.me or similar platform), with face-to-face visits reserved for urgent or exceptional needs.

We remain available to provide around-the-clock, uninterrupted telephone advice and support to hospice patients, their families/whānau, and health partners like GPs, district nurses, aged residential care facilities, and hospital providers. Please phone 0800 211 3081 if you need advice or support.

The inpatient unit remains open under the Hospice New Zealand COVID 19 guidelines. Transfers into the hospice inpatient unit at Alert Level 4 are done when there is no safe, alternative care option and with appropriate Covid-19 screening and transmission risk mitigation. Unfortunately, visitation is restricted at Alert Level 4. Inpatient unit discharges are arranged when necessary and appropriate, and in keeping with patient and family/whanau goals of care.

For further information or clarification please contact us directly. Thank you so much for the care you provide and the work you do each day.

Kind Regards,



Steph Ash, Clinical Manager
Email: Steph.Ash@hospicesouthland.org.nz
Mobile 027 2304424



Amanda Sommerfeldt, Medical Director
Email: amandas@hospicesouthland.org.nz
Mobile 027 277 9037