

Frequently asked questions

When will I need to come to Auckland?

Each mother is different, therefore the times vary. The cardiac and obstetric team will advise you and your family of the best time to arrive closer to your due date.

How long will I need to stay in Auckland?

This varies for different families. Once your baby has been born, the cardiac team will be able to give you a better indication of how long you will need to stay in Auckland. It may be useful to have a trusted friend or family member back home who you can contact to take care of things if you are required to stay longer than expected.

Will I need to change LMC when I am in Auckland?

Generally, your prenatal care is transferred to an obstetrician at Auckland City Hospital. An obstetrician can provide specialised care for you and your baby.

What other support is available before I come to Auckland?

You may like to contact your local Heart Kids family support worker. Each of our 18 branches can offer local support, their contact details can be found on our website. You can also discuss other support with your GP or LMC.

Useful contacts

/ Nurse Specialist - Paediatric Cardiac Service (Starship Children's Hospital)

Telephone: 09 630 9972
Mobile: 021 774 606 or 021 614 348
Email: hspin@adhb.govt.nz or jstubbbs@adhb.govt.nz

/ Ronald McDonald House Auckland

Phone: (09) 365 8300
Website: www.rmhauckland.org.nz
Email: enquiries@rmh.co.nz

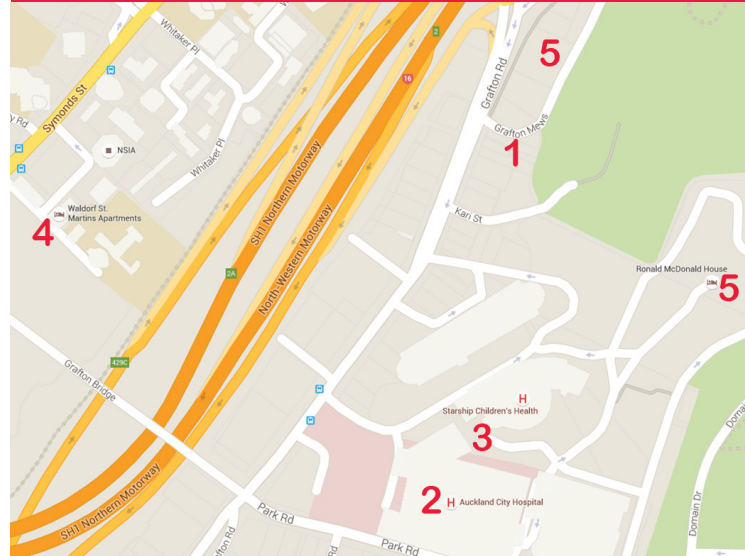
/ Waldorf Apartments

Freephone: 0800 700 001
Website: www.st-martins-waldorf.co.nz
Email: st.martins@waldorf.co.nz



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Map of Grafton



On this map

- 1 Heart Kids NZ National Office (Level 1, 60 Grafton Road)
- 2 Auckland City Hospital (Main entry off Park Road)
- 3 Starship Children's Health
- 4 Waldorf Apartments
- 5 Ronald McDonald House locations

Heart Kids NZ

Freephone: 0800 543 943 (0800 KIDZ HEARTS)
Website: www.heartkids.org.nz
Email: info@heartnz.org.nz
Facebook: www.facebook.com/heartkidsnz



Additional support
and information for
PRENATAL parents



Supporting heart kids through life.

Practical advice for delivering your heart baby
in Auckland.

We understand it can be stressful relocating to Auckland at an already overwhelming time.

This brochure is designed to take some of this stress away. Our aim is to provide practical advice to help your transition to Auckland go as smoothly as possible. Once you have arrived in Auckland, you may wish to contact Heart Kids.

Heart Kids NZ

- Heart Kids understands the practical and emotional impacts expecting a heart baby can bring.
- Heart Kids knows how important it is to have someone to talk to, who understands, and has had similar experiences. We may be able to facilitate 'family matching' enabling families to share experiences.
- We are here to help you through this.

Suggestions

- Once you have arrived and settled in Auckland you may like to take a tour around the maternity ward at Auckland City Hospital or Ward 23B at Starship Children's Hospital to familiarise yourself with these areas. This can be arranged with your LMC in Auckland.
- It may be useful to write down a list of questions that you would like to ask. It can be hard to remember them all when you're feeling overwhelmed.
- Other things to think about organising before you leave for Auckland are: household bills, care of pets, employment, mail collection etc.

Accommodation



You may wish to stay with family or friends if this is an option for you.

Ronald McDonald House (RMH) provides accommodation and facilities, as well as a caring, supportive environment. After your baby is born, you and your family may be eligible to stay at RMH if your baby needs to spend time in the Neonatal Intensive Care Unit (NICU) or Ward 23B (Paediatric Cardiology Ward).

Some families/mothers stay at the Waldorf Apartments, located a 10 minute walk from Auckland City Hospital and Starship Children's Health. The Waldorf offers 1-2 bedroom options which are fully furnished and equipped with a kitchenette with a small oven, fridge/freezer, microwave and dishwasher.

Who pays?

Through your local DHB you may be eligible for financial assistance for accommodation or an allowance if you are staying with friends or family and normally live more than 100km out of Auckland. Waldorf Apartments have a small surcharge between approximately \$10-\$25/night additional to the financial assistance scheme. Waldorf Apartments will require a credit card for a security deposit. This accommodation allowance covers RMH accommodation costs.

You may qualify for financial assistance for travel to Auckland. Travel assistance may cover private vehicle, public transport or specialised transport if needed. A support person's costs may also be covered. For more information, search "National Travel Assistance Scheme" at www.health.govt.nz or contact the Travel or Transport coordinator for your local District Health Board (DHB).

Caring for your children

If you have other children, their management needs to be planned for during your time in Auckland. There are options for renting prams, car seats, breast pumps etc. There are also options for childcare. Please contact Heart Kids if you wish to discuss this further.

Everyday needs

There are several supermarkets located within 3km of the hospital, RHM and Waldorf Apartments including Countdown and New World. Countdown has an online shopping and delivery option. There are several convenience stores, cafés and pharmacies along Park Rd, Karangahape Rd and Symonds St. A pickup and delivery laundry service is available for approximately \$25 for a large bag of washing for mothers/families staying in the central city. Alternatively there are self-service Laundromats on Hobson St and Karangahape Road. Laundry facilities are available for guests of RMH and Waldorf Apartments.



Transport & Parking in Auckland

There are a variety of options for travelling in and around Auckland City including buses, trains, ferries, taxis, car (rented or own), walking and cycling. Parking in Auckland City can be stressful and expensive. Hospital parking can be up to \$20 per day. Parking at RMH is available at no charge. There is a daily or weekly charge for parking at Waldorf Apartments. You may wish to look into Cityhop, a self-service car share company where cars can be booked and rented per hour. More information can be found at www.cityhop.co.nz. Information about public transport can be found at www.at.govt.nz.



Emotional support

This can be an emotional time for you and your family. You may wish to have someone with you for support when you come to Auckland.

For further support, you can speak to your General Practitioner (GP) or Lead Maternity Carer (LMC) who may be able to refer you to a specialist service. Heart Kids is also here to support you and your family. Join today, membership is free: www.heartkids.org.nz

