

WELCOME to Nephrocare NZ - Auckland

We pride ourselves in offering haemodialysis efficiently and in a manner that minimises inconvenience to you.

Our unit is small, and therefore flexible for hours of dialysis. We have the capacity to dialyse up to sixteen patients per week. We offer high-flux haemodialysis routinely, however by prior arrangement we can accommodate low-flux HD or haemodiafiltration.

We opened in October 2004 at Mercy Hospital. We are now in our larger and newer premises at Ascot Park, Greenlane, Auckland City. The facilities are approximately 5km south of central Auckland City central business district, adjacent to the Ellerslie Race Course, and Ascot Private Hospital. Access is via the Southern Motorway Greenlane East off-ramp.

Your dialysis

Our medical director is available to provide specialist care whilst you are dialysing with us. Your usual dialysis provider will need to provide us with essential medical information to enable us to care for you. When you have completed dialysis with us, we will provide a summary report for you.

Your dialysis will need to be prior arranged. A questionnaire will need to be completed with information about your dialysis prescription, your regular medications, and special dietary requests.

Prior to completion of your dialysis session, your next session will be confirmed.

Our dialysis unit is smoke free. Smoking is not permitted at any time.

Our dialysis coordinator will liaise with your dialysis unit and Nephrocare dialysis unit prior to and after your dialysis visit. Our coordinator will be available for any logistic questions you may have. Health queries will be managed by the dialysis nurses or doctors.

Other medical care

Should you become unwell during your stay in New Zealand, you should firstly contact the general practitioner of the person you are accommodated with. Hotels and Motels do have doctors they recommend. If you feel your problem is dialysis related, or cannot get hold of a local general practitioner, please contact Dr. Voss – see directory over for details.

In the case of an emergency, you should contact the ambulance service – dial 111. If you are taken to a public hospital, you should make clear that you are a dialysis patient with us; and the doctors should contact one of our specialist renal physicians.

If you require hospital admission in either MercyAscot or a Public Hospital, additional fees will be charged for all your care.

Costs

The cost for your treatments will be quoted separately. You may incur an additional levy if barrier nursing is required if you have an infectious disease (e.g. VRE, vancomycin resistant Enterococcus; MRSA, methicillin-resistant-*Staphylococcus aureus*; ESBL, extended spectrum beta lactamase). Casual and holiday dialysis patients will be required to pay for their dialysis in advance. If payment is not cleared prior to treatment, dialysis treatment will not be available. Unless by prior arrangement (e.g. letter of guarantee from health insurer) payment is accepted in cash, bank draft. EFTPOS only. Payment by credit cards and/or personal cheque is not available. Haemodialysis on New Zealand statutory holidays incur a surcharge fee.

What you should bring with you

Please bring to each treatment something to read, or do during your treatment; and all your medications. Any additional letters from your doctor or hospital should also be brought to your first treatment. Personal-use televisions are available for your use at no additional cost.

Medications

You should bring with you an adequate supply of all the regular medications you need during your stay in New Zealand. Some medications are not available in New Zealand. We are able to provide most medications if necessary, however, the cost for these is additional to your treatment.

Meals

Depending upon the time of your treatment, we will serve a beverage and snack food. We do not provide full meals. Your treatment cost includes this service.

Doctors

Specialist renal physicians are available, and will visit the dialysis unit on a regular basis – these, and only these medical attendance fees are included in your dialysis treatment fees.

How many can we dialyse?

We are an nine station (recliner chairs) unit.
We can accommodate up to 18 people requiring haemodialysis; in two separate sessions. We routinely haemodialyse each person 3 sessions per week; but can accommodate special schedules of more or less frequent dialysis.

How long is each haemodialysis treatment?

We attempt to continue the hours you are used to. Any variation will be discussed with your usual attending physician.

Who performs my dialysis?

Our nurses are fully trained to perform all aspects of your dialysis care. If you are trained, in part or completely, in the Fresenius machine, we are happy to accommodate your involvement in your treatment.

DIRECTORY

Dialysis Provider

Fresenius Medical Care Nephrocare Ltd. through
FMC South East Asia (NZ) Ltd.
P.O. Box 13071, Onehunga, Auckland, NZ

Dialysis Unit Site

**Ground Floor - northern end of Building A, Ascot Park,
93-95 Ascot Avenue, Greenlane, Auckland, NZ**

Medical Director

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Nephrocare NZ – Auckland

Haemodialysis Unit

Ground Floor - northern end

Building A, Ascot Park,

93-95 Ascot Avenue,

Greenlane, Auckland, NZ

**Fresenius Medical Care Pty Ltd (South East Asia)
- Nephrocare Dialysis Unit.**

