

Template for contacting patients on ESPI5 wait list >4 months
For use May 2023

Date

Addressee

Address 1

Address 2

Town/City

Postcode

NHI number

Kia ora first name

We are getting in touch with you as you have been waiting for your treatment for over four months and, due to the ongoing impact of COVID-19 and increasing demands on the health system, we have been unable to provide your treatment as quickly as we intended. We apologise for this.

We want to reassure you that you are still on our wait list and that you will be booked in for your treatment as soon as possible. Until you are booked in, we want to give you some important information.

What does this mean for you?

Unfortunately, we are unable to tell you when you will receive your treatment at this time. We are working hard on making sure our wait lists are up to date and commit to contacting you within the next six months with an indication of the wait time for your treatment.

It is important that you see your General Practice (GP) team or health provider team if:

- your condition changes
- you want to discuss other treatment options that may be available to you (this could include private treatment options if appropriate)
- if you have any concerns about your condition or treatment

To help us with planning your care, we have a few questions for you:

- has your address, phone number, email changed since we last contacted you?
- have you changed your GP or health provider since we last contacted you?
- have you already received treatment?
- have you decided not to go ahead with this treatment?
- are you intending to be treated privately?
- have you received this letter in error and are not currently waiting for treatment?
- are there periods of time, weeks or months, within the next six months when you will not be available for treatment e.g. if you are overseas or looking after whānau?

If your answer is 'yes' to any of these questions, please contact our **Hospital Wait List Support** team to update your details

Please call **0800 74 77 78** any day between 8am and 8pm

Commented [TR1]: There is a requirement to advise patients of their likely wait time

Commented [TR2]: There is a requirement to advise patients of the option to seek private treatment

Commented [TR3]: This is the dedicated Whakarongorau number. If your team wants to make use of this service please ensure, before you send the letter/email out, that this has been confirmed with the national HSS team so this 0800 response and timing can be set up



Te Whatu Ora

id

When you call, you'll need to have your NHI number, which you'll find above.

Ngā mihi

Te Whatu Ora

*If you require urgent or emergency treatment, please go immediately to the
Emergency Department or an After-Hours Clinic*

Template for use or tailoring to local requirements

