



Video appointments can support

- Kanohi ki te kanohi – you can see your clinician and the clinician can see you.
- Your support person (such as a family member or friend) can join a video appointment from wherever they are as long as they have the video appointment details, internet access, and a digital device a translator can join the video appointment.
- The clinician can share his or her computer screen which may help with communication.
- Other clinicians can join the video appointment when invited by the lead clinician.
- Your clinician may use the chat function during the video appointment to type out words.

What is a video appointment?

A video appointment is simply a 'video call' appointment provided over video conferencing technology with your Lakes DHB clinician.

Lakes DHB currently uses Zoom. If you have been offered a video appointment and consented, you will receive a text or email with the Zoom video call details including instructions.

Why video appointments?

If a video appointment is offered by your Lakes DHB clinician, it has been determined that this would be clinically appropriate. Some Lakes DHB clinicians are choosing to offer more video appointments so discuss this with your clinician what option is most appropriate for you.

Contact us

Pokapū o te Taiwhenua Coordinator

Located in Te Aka Matua Service, Rotorua Hospital, corner Arawa Street and Pukeroa Road

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Pokapū o te Taiwhenua Network

Delivering digital health access

“Whiria te tāngata”

“weave the people together”



What is the Pokapū o te Taiwhenua Network?

**Right care, right place, right time,
right technology, right facilitation**

The Pokapū o te Taiwhenua Network is a team of Facilitators made up of a local workforce who can support you with video appointment facilitation or digital health coaching.

The Network is available to clients in the Lakes District Health Board (DHB) region, Murupara and Ruatāhuna.

Where you have a digital device, great internet connection, and supported facilitation, a video appointment could be held in your home or at your local community hub.



**The Pokapū o te Taiwhenua
Network can support you with:**

Video appointment facilitation

This is where you can have your Lakes DHB appointment via a Zoom video appointment. Having a video appointment does not take away your 'choice' to have an in-person kanohi ki te kanohi or telephone appointment with your clinician if that is what you prefer, and agreed with your clinician.

A Facilitator will support your access to that video appointment, if access to a video appointment is an issue for you.

How does this work?

With your consent, your Lakes DHB clinician can refer you to our service if a video appointment is appropriate.

Once a referral is received, our Coordinator will contact you in the first instance to understand what digital health supports would benefit you, then connect you with a Facilitator.

The Facilitator will contact you to support your upcoming video appointment facilitation.

You can discuss with the Facilitator the best location to have your video appointment facilitated from. Once the location is confirmed, the Facilitator will support your access to your video appointment.

You can choose to have your Facilitator remain with you during the appointment as a support person or have them go away and return when the appointment is completed.

You can also choose to have your family/whānau, or an advocate join your video appointment as a support person(s).



Digital health coaching

This is where you can receive coaching on the digital health offerings available in Lakes DHB region that can be tailored to you and your whānau.

How does this work?

With your consent, your Lakes DHB clinician can refer you to our service if digital health coaching is appropriate.

Once a referral is received, our Coordinator will contact you to discuss your digital health aspirations, understand any barriers, and complete any advocacy support to Ministry of Social Development (MSD).

Once the Coordinator understands exactly what our Network needs to do to support you, we will connect you to a Facilitator.

The Facilitator will make contact with you to schedule the digital health coaching.

There are lots of digital health offerings available that are published on our Pokapū o te Taiwhenua website.