



WELCOME PACKET

Congratulations on choosing midwifery care! We are excited to join you on this journey. We hold a strong belief that pregnancy and birth are a normal; naturally occurring right of passage and it is our intention to provide you with comprehensive, personalised care throughout the childbearing year. We believe that midwifery is a partnership between ourselves, birthing persons, and their family/whānau.

The goal of Lily & Lavender Birth is to know our clients. We do our best to know enough about our clients' health physically, emotionally, and spiritually (Te Whare Tapa Whā) to assess their well-being and to lend to a healthy, joyful life. We have found the best way for us to care for our clients is to have an ongoing relationship.

We believe personalised, client centred healthcare is a basic human right and strive to partner with our clients in making informed healthcare choices that are appropriate for them. We serve families of all backgrounds, incomes, genders and sexual orientations believing that family/whānau is defined by the mother/birthing person. We are committed to making midwifery care available to more women and their families through outreach and education.

We specialise in low-risk women and newborn care and refer high-risk women and newborns to other medical specialists. If a referral is necessary we will continue to work collaboratively with other providers to give you the best in continuity of care. We care for women during pregnancy, labour, birth, and the postpartum period and conduct care without gynaecological or obstetric supervision. We care for newborns in the first six weeks of life, and conduct care without paediatric supervision. We care for women during their childbearing years, and conduct care without gynaecological supervision. We offer all of these services out of the hospital, and can, if necessary, transfer to the hospital if that is warranted. We are trained to recognize warning signs of high-risk conditions and circumstances requiring referrals to other medical specialists. We are trained to manage emergency situations when no other help is available.

Lily & Lavender Birth operates under a shared caseload model of care. Your midwifery care will be provided by both Lindsay and Lily, throughout the antenatal period you will get to develop a relationship with both of us equally. Lindsay and Lily share an on-call phone. When you go into labour there will be a midwife available to you 24/7, depending on the schedule, this will be either Lindsay or Lily.

In deciding to have midwifery care, both parties are committing to a relationship based on mutual responsibility. You, the clients, commit to taking full responsibility for your health and for making informed decisions through every step of your care. You are making the commitment to show up to your appointments, keep your midwives aware of any changes, and keep the lines of communication open. We, your midwives, commit to providing you with information and options for care, and to seek out care as needed. Together, every step of the way, we create individualised care that supports your health and your baby's health. Please prioritise and allow ample time to take care of all matters regarding your midwifery care throughout the rest of the childbearing cycle. All of these documents and forms can be found on our website: www.lilyandlavenderbirth.co.nz



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To Start:

- If you have received any prenatal care during this pregnancy, please contact your previous care provider(s) and inform them of your transfer to our care. If you have had a previous pregnancy outside of Rotorua please obtain a copy of your **medical records** and bring them with you to your first appointment.
- Please complete the **Initial Intake form**, fill this out prior to our visit. Allow an hour to complete the form.

Appointment Schedule an Important Details

1. Scheduling Details:

All appointments happen at our office located at 1260 Haupapa Street in Rotorua. Clinic days are limited to Monday mornings, Tuesday mornings, and Wednesday afternoons. All visits are scheduled for 30 minutes. Partners and children are welcome to attend all antenatal visits; however, we cannot cater our schedule to fit theirs. Sorry, we wish we could! We ask that your partner (if applicable) attend the initial visit and at least one antenatal visit toward the end of pregnancy. We ask that anyone who will be at the birth attend an antenatal appointment toward the end of pregnancy.

2. Additional Services:

Lily & Lavender Birth offers additional services, which are completely optional, though commonly desired. Birth Pool rentals and TENS machine rentals. If you would like to take advantage of any of these services please let us know and we can coordinate payments.

3. Antenatal and Postpartum Visits Schedule:

We follow a schedule for antenatal and postpartum visits; however, there may certainly be variations from the schedule if circumstances arise.

Antenatal Appointments are:

8 weeks	37 weeks
15 weeks	38 weeks
22 weeks	39 weeks
27 weeks	40 weeks
32 weeks	41 weeks
35 weeks	

Postpartum Appointments are:

24-36 hours	
Day 3	Week 4
Week 1	Week 6
Week 2	

4. Guests at births:

If you intend to invite a friend or family member to a birth, we ask that you have them come to at least one antenatal appointment towards the end of your pregnancy. Please consider the phrase “whoever



was at the conception is welcome to be at the birth.” Birth is a vulnerable and intense experience. Proper support is incredibly helpful; however, birth is also sacred/tapu and is not a spectator sport. It is well documented that birth can be interrupted and delayed if a mother/birthing person does not feel safe and comfortable.

New Zealand Maternity System

- New Zealand has a unique maternity system and is currently a world leader in maternity care provision. In New Zealand, you have a Lead Maternity Carer or LMC (sometimes called Community Midwife/Independent Midwife), who provides the majority of your maternity care. We are experts in normal pregnancy, birth, breastfeeding and newborns.
- We provide care throughout pregnancy, labour and birth and the first 6 weeks postpartum.
- We are able to order all relevant tests and prescriptions for you.
- We work independent from doctors and the hospital. If we are concerned about you or your baby for any reason, we will discuss our concerns with you and offer a referral to the obstetricians (or other relevant provider). The obstetricians will provide guidance regarding our concern; however we still provide the majority of your maternity care.
- Our care is completely free, if we refer you to the obstetricians or other relevant providers this care is also free, all routine blood tests are free, prescriptions cost the standard \$5 each and ultrasound scans cost up to \$50 each depending on the provider.
- LMC midwives do not have general medical training and can only provide guidance on ailments related to pregnancy, for example, we can provide guidance on UTIs, vaginal bleeding, thrush/yeast infection etc, we cannot provide guidance on cold/flu management, toothache, pre-existing health conditions etc.
- We are on-call for you 24/7 for urgent concerns, such as labour/contractions, vaginal bleeding, waters broken, persistent headache that does not resolve with paracetamol or reduced foetal movements. For all other concerns, text during normal working hours (Mon-Fri, 8am-5pm). Text messages are not continuously monitored and we will respond to these when we are available. If we do not respond promptly it is likely because we are providing urgent midwifery care to another mama.



Other Information

Healthcare Rights for Clients

- The right to be treated with respect
- The right to freedom from discrimination, coercion, harassment and exploitation
- The right to dignity and independence
- The right to services of an appropriate standard
- The right to effective communication
- The right to be fully informed
- The right to make an informed choice and give informed consent
- The right to support
- Rights in respect of teaching or research
- The right to complain
- To seek consultation with the care provider(s) of their choice;
- To contract with their care provider(s) on mutually agreeable terms;
- To be treated confidentially, with access to their records limited to those involved in their care or designated by the client;
- To use their own resources to purchase the care of their choice;
- To refuse medical treatment even if it is recommended by their care provider(s);
- To be informed about their medical condition, the risks and benefits of treatment and appropriate alternatives;
- To refuse third-party interference in their medical care and to be confident that their actions in seeking or declining medical care will not result in third-party-imposed penalties for patients or physicians;

Students

Traditional midwifery is taught by the apprenticeship model of working directly with midwives and is important to passing on the wisdom. This is the model that led to the competency of all the practitioners of Lily & Lavender Birth, and it is our full intention to continue the legacy. We regularly have student midwives, student nurses or student doctors working with us. If you have any objections to a student observing and/or participating, please let us know.