

Continence Service – Home Health

Te Whatu Ora Health New Zealand Waitematā - Continence Service is provided in the community by continence nurse specialists; nurses who are specifically trained to support you in managing your continence concerns.

A continence nurse specialist, or district nurse, will complete an assessment with you. The assessment is an informal discussion between you and the nurse in the home setting, at a clinic base within the Home Health Service, or by telephone (tele-health).

A continence nurse specialist will review your assessment and options for the management of your continence concerns will be discussed with you. You may be referred on to other health professionals if this would benefit you and help you to achieve a better outcome.

Should you have any questions about continence products **supplied** to you by the Continence Service, please phone the clerical support person on:

(09) 442-3242 and follow the prompts by pressing:

- 1** if you live in **Rodney**; or
- 2** for **all other areas**

You will remain under the care of the Continence Service for as long as you are receiving continence products.

Please let the continence nurse specialist know of any changes in your product requirements when they contact you, or at any time on the phone numbers above. This is especially important if you are receiving **too many** products.

Please contact your continence nurse specialist at any time if you have any questions or concerns.

We look forward to working with you to ensure your needs are being met while supporting your independence.