



Ostomy Service

Waitematā DHB provides a community Ostomy Service for all ostomy patients who live in the Waitematā area. An ostomy clinical nurse specialist will provide you, your family/whānau and/or caregivers with education, support and supplies to help you to manage your stoma independently within the community.

The ostomy clinical nurse specialists are based in community health buildings at three Waitematā DHB sites. You can contact the ostomy clinical nurse specialist for your area, Monday to Friday 8am – 4pm, on the number below:

North Shore	(09) 486-8945
Rodney	(09) 427-0300
Waitakere	(09) 837-8828

On discharge from hospital you will be given enough supplies to meet your immediate needs. At your first visit your ostomy clinical nurse specialist, in consultation with you, will assess your ongoing supply needs.

The ostomy products for which you have been assessed will be provided free of charge. If you feel you would like extra products beyond what has been prescribed, these will be at your own cost. The ostomy clinical nurse specialist can provide you with information about purchasing additional supplies.

Prescribed supplies will be delivered to your home from our distribution company by courier. This will be an automatic, ongoing delivery. If you find you have an oversupply, or if you have any queries about supply delivery, please contact the clerical support person for your area on:

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

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

You will remain under the care of the Ostomy Service for as long as you have a stoma. Please contact your ostomy clinical nurse specialist regarding **any** concerns you may have.

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

Issued by	Ostomy Clinical Nurse Specialist	Issued Date	July 2019	Classification	I7 4208-15-001
Authorised by	Operations Manager, Community	Review Period	36mths	Page	Page 1 of 1

This information is correct at date of issue. Always check in the relevant Waitematā DHB policy manual that this copy is the most recent version.