

# Ostomy Service

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Te Whatu Ora Waitematā provides a community Ostomy Service for all ostomy patients who live in the Waitematā district. An Ostomy Clinical Nurse Specialist (CNS) will provide you, your family/ whānau and/or caregivers with education, support and supplies to support you in managing your stoma independently within the community.

An Ostomy CNS is based at each Waitematā community health site: Waitakare, Hibiscus Coast and Takapuna. For support and advice you can contact the appropriate Ostomy CNS (Monday-Friday 8am – 4pm) or District Nursing Service (Monday–Sunday) by phoning the number below and asking for the service:

North Shore	(09) 486-8945
Hibiscus Coast	(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 CNS, 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 might need extra products beyond what has been prescribed, these will need to be self funded. The Ostomy CNS 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 you have any queries about supply *delivery*, please contact the clerical support person on:

**Phone (09) 442-3242** and follow the prompts for your area.

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

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