

**We are smokefree**

Hawke's Bay District Health Board supports and encourages smokefree environments. **All our sites are smokefree.**



**YOUR FEEDBACK**

We are interested in hearing about your experience so we can identify ways to continue to improve our services to our patients and their families.

It is ok to complain - this will not have any adverse effect on the way you are treated - this can help us improve our service.

If you have any concerns regarding your treatment or the service please fill in our feedback 'Happy Unhappy' form or alternatively contact:

Clinical Nurse Manager  
Community Nursing Services  
Telephone: (06) 878 8109 Extn: 2135

Also accompanying this pamphlet is 'The Health & Disability Consumers' Code of Rights'

**Additional Information**

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**Ostomy Service**

## OSTOMY SERVICE

**HOURS:** Monday – Friday 8.30am - 4.00pm

### CONTACT DETAILS

Hastings	06 878 1635
Napier	06 878 1635
Wairoa	06 838 9719
Central Hawke's Bay	06 858 7763

If the telephone is unattended, please leave a message with your name telephone number and a brief message. You will be contacted as soon as the staff are available.

### LOCATION

The Ostomy Service is based on the Hawke's Bay Hospital site, at Wilson House, entrance via Gate 9, McLeod Street, Hastings.

### WELCOME TO OUR SERVICE

This pamphlet aims to help you understand what the service can provide. If you are unsure about anything please ask any of our staff - they are here to help.

Ko tenei ta matou panui atu kia koutou, ki te whakamohio atu ki te hoatu i nga tikanga e pa ana kia matou. Mehemea he awangawanga ahau kei konei a matou kaimahi ki te korero atu, ki te awhi atu ia koe, no reira patai mai

Talofa lava,  
Ua saunia lenei tusi mo lou silafia o tulanga fa'amolemole fesili ma talanoa I tama'ita' i - e maua ai lou fesoasoani.

If required, we have an interpreter service available, this can be arranged through your Ostomy Nurse.

## OSTOMY SERVICE STAFF INCLUDES

**Registered Nurses** who are experienced in stoma management, care associates and administration staff.

### ROLE OF OSTOMY SERVICE REGISTERED NURSES

Pre-operative counselling and post-operative nursing assessment, management and education for those undergoing surgery, for diversion of urine or faeces, which results in stoma formation.

Prescription of consumables for patients.

Education and support for whānau/family and/or significant others.

Regular and/or two yearly assessment of patients.

Referral to other agencies and/or health professionals as required.

### REFERRAL TO THE OSTOMY SERVICE IS BY

Written referral from a General Practitioner, Specialist Surgeon or other hospital based health professionals.

Transfer from another District Health Board following referral from the Stoma Nurse.

### HOME VISITS

If the Nurse is visiting you at home, it is your responsibility to ensure safe access to the property, and that dogs are tied up/locked away for the visit.

You may be asked to attend a clinic at one of the Hawke's Bay District Health Board facilities.

### TIME OF HOME VISIT

Home visits will be arranged between 8:30am and 4:00pm. A specific time for the visit can not be given as the service is also responsible for supporting hospital patients.

## CANCELLATION

If you are not available on the day of your planned appointment, please phone the service immediately to allow for alternative arrangements or other patient appointments to be scheduled. Refer our Contact Details

### CONSUMABLES

A Registered Nurse who specialises in stoma management will prescribe appropriate consumables for your use.

Once your prescription is confirmed, the service will arrange for the majority of your supplies to be delivered directly to your home.

There are some items which may need to be collected. If so this will be from:

Hastings      Wilson House, Gate 9, McLeod St, Hastings  
Main Reception, Hawke's Bay Hospital, Hastings

Napier          Napier Health Centre, Wellesley Road

Wairoa          Wairoa Health, Kitchener St, Wairoa

Central Hawke's Bay  
Central Hawke's Bay Health Centre, Cook St, Waipukurau

Please contact the Ostomy Service if your supplies are inappropriate for your needs.