



# Neonatal Outreach Partnership of Care

## Parent/Caregiver/Whānau Information – Neonatal Services

---

### Welcome home

The Neonatal Outreach team will provide support to you and your baby within your home. The support you receive may be by:

- Phone calls
- Texts
- Video calls (eg. Zoom)

It is important you respond to these messages or calls so we can assist you with progressing your baby's care and their growth and development.

A member of the Neonatal Outreach team may also visit you and your baby at your home.

### Visits (home visits or Outreach Clinic visits)

***It is important you let us know if a member of your household is unwell (eg. generally unwell, cough/cold, respiratory illness).***

If someone in your household is unwell, we will continue to support you and monitor your baby's progress; however, we may need to limit visits to keep us all safe.

It is important for the wellbeing of your baby that you keep to agreed visit times as we may not be able to reschedule. The team will review the progress of your baby with you and discuss any concerns or questions you may have.

### Weights

Please text the weight through to your Outreach Nurse if seen by your LMC, GP, or Well Child Provider, or you weigh your baby on scales issued by Outreach.

### Outpatient appointments

If your baby has an appointment for a hospital clinic visit, it is important your baby attends this appointment as it may not be able to be rescheduled.

### Equipment

Your baby may be sent home with specialised equipment, eg. scales, monitor, feeding pump. When the equipment is no longer required, together we can decide how it is returned to Neonatal Unit.

### Out of hours/unwell baby

- In an emergency, dial 111 for an ambulance.

If you are concerned about your baby, the services you can contact for advice are:

- your LMC/GP
- Plunketline (0800 933 922)
- Healthline (0800 611 116)
- After Hours Medical Centre
- Hospital Emergency Department

If your baby has been issued with a Direct Access Card, you can use the information you have been given to contact the hospital or present to the Emergency Department.

Nga mihi nui

Neonatal Outreach Team

