



# Neonatal Discharge and Outreach Team

Whānau/Family Information – Neonatal Services

---

Kia Ora

The Neonatal Discharge and Outreach Service are a team of specialised nurses whose aim is to get you home as soon as your pēpi/baby is ready and provide follow-up support. The team is made up of the following people:

- **Team Leader Discharge/Outreach:** attends ward rounds and coordinates discharge plans. Can be contacted Monday to Friday via the nurse caring for your pēpi
- **Discharge Facilitators:** assist with planning and education as part of your preparation for home.
- **Outreach Nurses:** provide support for you and your pēpi once home if your pēpi requires outreach follow-up.

You are an important part in the life of your pēpi, and we see you as a member of the Neonatal Unit team as we work together in the care of your pēpi during their stay. We encourage you to be with your pēpi as much as possible. Your pēpi will be comforted by having you here. We appreciate the challenges of having a pēpi in Neonatal Unit, and you may find some days are difficult to juggle. Please remember it is important to take good care of yourself. Take time out to relax and do something you enjoy.

We encourage you to be involved in FICare (Family Integrated Care); this is an opportunity to be involved in the feeding and regular cares of your pēpi, and to participate in ward rounds. Research suggests that FICare decreases parental stress and increases confidence, results in fewer infections, and improves infant growth and breastfeeding rates. Participating in caring for your pēpi can lead to fewer days in Neonatal Unit.

Please feel free to speak with any member of the Neonatal team if you have any questions or concerns you wish to discuss.

Nga mihi nui  
Neonatal Discharge/Outreach Team

