

14 October 2021

## Media release

### **Wairarapa DHB urges locals to update their contact details**

Wairarapa DHB is encouraging local patients to keep their contact details up to date following challenges with contacting patients during the recent Covid-19 level restrictions.

Planned Services Coordinator Kate Heberley said the issue was highlighted when DHB departments such as Outpatients had to call patients during Covid-19 levels 3 and 4 to advise them whether their appointment was going ahead, changed to a phone consult, or rescheduled.

“Our teams had issues with contacting people including incorrect or disconnected phone numbers and next of kin details being out of date, such as separated couples still having each other listed as key contacts. We also had a number of phone calls not being answered as the call ID comes up as a private number.

“This created additional work for staff in locating people, and extra time spent contacting people about their appointments.”

Ms Heberley said it was important that people kept their contact details as up to date as possible in case of future changes in alert levels and other occasions when there could be a change to their appointment or scheduled treatment.

“Having correct contact details means we can get hold of people more quickly and ensure their care is not compromised.”

People can update their details by emailing [contactme@wairarapa.dhb.org.nz](mailto:contactme@wairarapa.dhb.org.nz) or phoning 06 946 9800 between 8.00am and 4.30pm. Locals are also encouraged to keep their details up to date with other healthcare providers such as medical centres.

#### **For more information contact**

Anna Cardno, Communications Manager  
Wairarapa District Health Board  
[anna.cardno@wairarapa.dhb.org.nz](mailto:anna.cardno@wairarapa.dhb.org.nz)  
027 749 7342 (027 Ph WrDHB)

Together we  a difference