



# Looking after your health after the floods

**TN:** There are two logos at the top of the page. On the left is: Te Kāwanatanga o Aotearoa New Zealand Government. On the right is: Te Whatu Ora Health New Zealand.

**Adapted in 2023 by Accessible Formats Service, Blind Low Vision NZ, Auckland.**

## Looking after your health after the floods

### Getting help

- If it is an emergency, or if someone has trouble breathing, call 111.
- If you need urgent health advice please contact your usual family doctor, Healthline, or a local urgent care clinic.

- Healthline is available 24/7 on **0800 611 116**. It is free and they can answer questions about medication and other health concerns.
- Free 24/7 counselling is available by calling or texting **1737**.
- Visit [www.healthpoint.co.nz](http://www.healthpoint.co.nz) to find which nearby local urgent care clinics pharmacies, general practices and other services are open.

## **Getting medication**

- Community pharmacies can give you three days' emergency supply of medication (unless it is a controlled drug). There is a cost to this and you would need to go to the pharmacy.
- Some pharmacies also offer a medication delivery service. Call the pharmacy directly to check.
- Talk to your usual family doctor if you or a family member may need more than three days' supply. If you are struggling to get an appointment you can also call Healthline for advice on 0800 611 116.

## **What to do if you have gastroenteritis (tummy bug) symptoms**

- One of the main risks from contact with floodwater is gastroenteritis, which causes diarrhoea and vomiting. Most people who develop gastroenteritis can self-

manage their symptoms at home, but it can be more serious for those who are very young, very old, or, have underlying medical conditions.

- It's important to stay hydrated—drink plenty of water, diluted cordials, and ice blocks are also good.
- If you feel unwell after coming into contact with floodwater contact your doctor, or call Healthline for free on 0800 611 116.

## **Emotional wellbeing & mental health**

- It is understandable to feel sad, distressed, worried, confused, anxious, or angry, even if you've not been impacted personally by the flooding.
- Remember it's ok to not feel ok. If you need to talk to someone 24/7 counselling is available for free by calling/texting 1737.
- Cultural support is also available for Māori and Pasifika at [www.wellbeingsupport.health.nz](http://www.wellbeingsupport.health.nz)

## **Family harm**

- There are a range of services available that offer free and confidential family harm support. Call 0508 744 633 anytime, from any number in New Zealand.

## **End of Looking after your health after the floods**