



NEWBORN EMERGENCY TRANSPORT SERVICE MEDICAL GUIDELINES
SECTION: 11

PART 1: OPERATIONAL GUIDELINES

NETS11.1.1
Title of policy: Referring call
Date Revised: May 2011

Neonatology Clinical Guidelines
King Edward Memorial/Princess Margaret Hospitals
Perth Western Australia

Referring Call

A **Call-conferencing system** for NETS is in use. **ALL referring calls are conferenced and recorded.** This allows better team communication & an accurate record of the information exchanged.

Doctors, nurses & midwives can call the NETS line at any time for advice, or to arrange a retrieval.

The call is usually taken by the 6B registrar. The caller will be placed on hold until relevant parties are brought into the call conference. These can include:

- The 1st on-call consultant for PMH, or NETS Fellow, or both
- The transport nurse
- *If possible or appropriate:*
 - Shift coordinator
 - Other subspecialists eg: surgeon/ cardiologist etc
 - RFDS doctor

The person taking the call needs to **DOCUMENT** all the following information on the Transport Call Sheet:

- Referring doctor's name & CONTACT NUMBER
- Advice or request for retrieval?
- Hospital details (patient location, direct contact number)
- Patient details (name, Date of birth, Gestation, current age, weight)
- Clinical details (history, current problem, signs & symptoms, previous & current management)
- Transport details (urgency, mode, is the mother coming with the baby?)
- Documentation of whatever advice is given

Note: Once NETS is contacted, we accept some responsibility for the care of the patient. When accepting a transfer, medical staff have the right & duty to suggest any necessary interim monitoring & treatment measures (eg: IV cannulation, antibiotics etc.)

Requests to attend deliveries at a referring hospital:

- NETS is a retrieval service, not a resuscitation service.

- It is always preferable to transfer the mother to KEMH than for a preterm baby to be outborn. In most cases, preterm delivery can be delayed sufficiently to transfer the mother to KEMH.
- Referring doctor must contact the on-call obstetrician at KEMH to discuss in-utero transfer.
- Where in-utero transfer is thought to be unsafe, NETS occasionally will attend such deliveries. Always discuss with the on-call neonatologist.

Direct phone line	NETS emergency	1300 NETS WA (1300 6387 92)
	PMH ward 6B	9340 8534 or 8448
	PMH switchboard	9340 8222
	KEMH switchboard	9340 2222

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