

Questions

We will do our best to make sure you have all the information you need however, if you have any questions please do not hesitate to ask. If you think of something after the retrieval team has left, please write it down and discuss it with the hospital medical staff caring for your baby. You can phone the nursery where your baby is being treated at any time (details provided on the back of this brochure).

Feedback

As part of our commitment to delivering a high quality neonatal retrieval service, we welcome your feedback regarding your experience. After your baby has been transferred, we will send a parent satisfaction survey to you. By completing this short survey you can assist us to evaluate and improve the service we provide.



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Treating Hospitals:

Royal Brisbane and Women's Hospital (RBWH)

Grantley Stable Neonatal Unit (GNSU)
Level 5, Ned Hanlon Building
Butterfield Street
Herston QLD 4029
Ph: 3646 7846 / 3646 7946 (24 hours)

Mater Mothers' Hospital (MMH)

Neonatal Critical Care Unit (NCCU)
Level 6, MMH
Raymond Terrace
South Brisbane QLD 4101
Ph: 3163 1932 (0700 – 1900)
Ph: 3163 1918 (24 hours switch)

Gold Coast University Hospital (GCUH)

Newborn Care Unit (NCU)
Block D, Level 3
1 Hospital Boulevard
Southport QLD 4215
Ph: 1300 744 284 (24 hours switch)

Lady Cilento Children's Hospital (LCCH)

Paediatric Intensive Care or Babies Ward
Raymond Terrace
South Brisbane QLD 4101
Ph: 3068 0111 (24 hours switch)

Your team today was:

Doctor/NNP: _____

Nurse: _____



Partnering with Consumers National Standard 2.4.1
Consumers and/or carers provided feedback on this publication
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NeoRESQ

Neonatal Retrieval Emergency Service Southern Queensland

Parent Information



What is NeoRESQ

Your baby is either premature or unwell and needs transport to a facility that can give him/her the necessary treatment for their needs.

NeoRESQ provides support to regional centres, and if transport to a higher level of neonatal care is required, the team will arrive to the local hospital via road ambulance, helicopter or fixed wing aircraft and provide stabilisation and additional treatment.



The Team

Our team consists of highly trained and experienced doctors and nurses who have qualifications in the field of Neonatology; a specialised area of medicine focused on caring for newborn, sick and premature babies.



Arrival at the Treating Hospital

Once we arrive at your baby's treating hospital we will call you to provide an update about your baby's transfer and current condition.

Everything you need to know about the treating hospital will be given to you when you arrive at your baby's admitting nursery.



Babies may be transferred to the following hospitals which have specialised neonatal or paediatric care units (known as tertiary units/nurseries), depending on what your baby's needs are:

- Royal Brisbane and Women's Hospital
- The Mater Mothers' Hospital
- The Gold Coast University Hospital
- Lady Cilento Children's Hospital

Each year we transport around 450 babies from their hospital of birth to these tertiary centres.

Equipment

We operate specialised equipment to care for your baby. Once your baby is stable he/she will be placed in a neonatal transport cot which is designed to travel by road or air.

A harness is used to keep your baby safe and secure during transit. Our team monitors your baby at all times during the journey using a range of devices. We will explain this monitoring to you before we depart.

Travelling with Baby

We appreciate that this is a very stressful time for parents and families and that separation is difficult. Mothers will usually need to be transferred separately to their baby. Fathers will need to arrange their own transport to the treating hospital.

Accommodation for parents is available in close distance to each tertiary hospital we transfer babies to and if needed can be organised by the referring hospital. Social Work support is available to assist families with their transport and accommodation needs.