



Information for callers to NETS

1300 36 2500

**Clinicians needing clinical advice
and/or transfer/retrieval**

Calling NETS:

NETS Line: 1300 36 2500 Press 1 for emergencies, Press 2 for non-urgent

The NETS Clinical Coordinator will connect you with a NETS Consultant for time-sensitive emergencies without delay and, for non-urgent referrals, when practical. Don't forget that calling NETS is not an alternative to local escalation. **Remember 'LISBAR':**

- L** Listen... & be listened to. Use a landline where possible and call from a quiet area
- I** Identify. Give your full name, role, department and your location (hospital or other)
- S** Describe the **S**ituation succinctly and clearly
 - a) Patient name, identified problem(s) and/or presumed diagnosis
 - b) Weight and Vital Signs (HR, RR, SpO₂, Temp, BP, BGL, GCS)
 - c) Respiratory support/ventilation ± compressions
- B** Give the **B**ackground, history, examination as clinically relevant
 - a) Clinical history (incl. ED triage record, maternal & any ambulance records)
 - b) Relevant examination findings
- A** Describe the **A**ctions taken, response, results
 - a) Current medication and treatment or intervention – and patient response
 - b) Any available pathology and x-ray results. An MRN will assist NETS to see images.
- R** Recommended action. What are you asking for? Advice versus transfer/retrieval?

The NETS consultant will give any urgent advice and launch a team promptly as required. Activate the overhead camera. A clinical conference may be set up with specialists at the preferred destination hospital to discuss the problem and management. The timing of this may vary according to the need for the caller to participate in resuscitation. If required, more than one clinician from your hospital can participate in this call through the NETS line. Don't use hands-free as you won't be heard properly. It is preferable to make the call from close to the patient or using a cordless handset or headset so questions about current condition can be answered. Send any relevant images to **Help@nets.org.au**.

Feel free to ask to hang up on the call if you need to attend to the patient. Resuscitation of the patient is the highest priority and telephone conversations should assist rather than compromise this. **Calculator.nets.org.au** may be helpful. If NETS doesn't have it already, provide the best number to call you back on.

Call NETS again if there is any change in the patient's condition. Don't simply await the team. If there is a need to discuss any other issues, please call the NETS line again using Option # 3 for a 'call back' or non-urgent update.

NB: Calls to NETS are recorded for training purposes, verification of details and for accountability.

Initial phone contact

While awaiting NETS

Continue to monitor patient and provide required care/intervention

Place or keep the patient in an appropriate area that has:

1. Panel wall outlets for oxygen & air (or E cylinders) and suction
2. Mains power outlets (minimum of 3)
3. Good illumination
4. Phone within reach of bedside clinician. A cordless phone or headset is ideal
5. Direct phone access to the NETS line. You shouldn't need to ask a switchboard or other operator to place the call
6. Cleared surrounding space (for NETS' equipment). Ministry guidelines specify an area which allows an adult bed/ambulance stretcher to enter area easily (21m²)
7. Overhead warmer (child) or **Resuscitaire** (infant < 6 kg.) with adjustable heat/light
8. Large procedure trolley x 2
9. Sharps container and rubbish bin close by

For team's arrival:

1. Ensure access is possible – hospital ambulance parking to patient area
2. Team comprises an RN, ± Dr/NP, ± Emergency Vehicle Operator
3. In hospitals reached by air, will require portering from helipad

Assemble appropriate documentation:

1. Ambulance case sheet (where ambulance involved)
2. Perinatal Transfer Form (newborns)
3. Make x-rays and other imaging available to team. If not on EIR, make copies
4. Pathology results
5. Copy of all notes
6. Newborns - Personal Health Record book (should travel with patient)
7. Referral letter

For newborns, consider maternal blood sample for group and cross-match.

If clinical staff are too busy with the patient to attend to these tasks, there may be a supervisor who can help.

Ensure the parents remain until team arrives and a destination is confirmed.

DO NOT HESITATE TO RING NETS back if there is a clinical change or you have any questions. Do not simply await the team.

While awaiting NETS

When the NETS' team arrives

The team would like to:

1. Introduce themselves to you (and vice versa)
2. Receive formal handover from staff (medical/nursing team together)
3. Be introduced to the parents
4. Be assisted by a specific nurse/doctor from your Unit
5. Have assigned local staff present to assist with local resources
6. Know how long it will take for an x-ray or pathology test to be performed (including any call-in period and time for a sample to be processed/x-ray to be taken)
7. Consider whether the pathology specimens are better sent to the local laboratory or sent with the team to the destination hospital laboratory
8. Know that the placenta has been sent for histopathology

Please do not hesitate to ask the team questions about what the team is doing. The team will be more than happy to answer any of your questions or concerns about things you may have done, or discuss what treatment they may be instigating and why.

DO NOT HESITATE TO RING NETS (1300 36 2500) again if there is a clinical change or you have any questions. Do not simply await the team.

The team should not be asked to:

1. Assess or move another patient. If there is another need for NETS, please call the NETS line about that patient. The NETS consultant will determine how to use the team already at your hospital.

For more information (including copies of this document):

Web: www.nets.org.au **Clinical calculator:** Calculator.nets.org.au

Email: info@nets.org.au (general) **Clinical images:** Help@nets.org.au

Smail: Locked Bag 1001, Georges Hall NSW 2198

Office: 1300 36 2500 (option #9) or 9633 8700

When the NETS' team arrives



NETS



The Sydney children's
Hospitals Network

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