



**NETS**

## **Return Transport Service**

### **Booking Guideline**

#### **Disclaimer**

These guidelines & reference materials are made available on-line for use by NETS. They also act as a stimulus for interchange of knowledge and ideas in the field of Neonatal and Paediatric Retrieval. The information is provided "as-is" and without support or warranty of any kind and may not be appropriate for use in retrieval settings other than NETS NSW or other clinical environments. Although NETS use these materials and have verified all information, no responsibility is accepted for their use outside this service.

#### **RATIONALE/BACKGROUND:**

- Outline the process for booking the Return Transport Service
- Identify the requirements of the referring facility
- Identify the requirements of the receiving facility

#### **PROCEDURE:**

- **How to book**

The referring facility should make all Return Transport bookings. The booking should be made by the Nurse Unit Manager, Nursing Team Leader or Discharge Planner. Before a booking is made, the referring facility's Nurse Unit Manager, Nursing Team Leader or Discharge Planner should liaise with the intended receiving facility to ensure adequate beds and staffing are available. Once a bed has been confirmed, the referring facility should navigate to the NETS website at [www.nets.org.au](http://www.nets.org.au). Click on the "Return Transport Service" link under the "Home" tab on the home page (Figure 1.). Click on "The Booking Form" link (Figure 2.). Fill out the NETS Return Transfer Booking Form and send it via;

- email to [ReturnTransportService@nets.health.nsw.gov.au](mailto:ReturnTransportService@nets.health.nsw.gov.au) (preferred)

OR

- fax to NETS on 1300 36 2498

The NETS Operational Coordinator (OC) will liaise with the referring facility to arrange a suitable date and time of transport. When a booking has been confirmed, a copy of the booking form will be returned to the referring facility via email or fax with the estimated date and time of transport. If the referring facility has not received confirmation of a booking by the date of preferred transfer, the OC should be contacted on 1300 36 2730 (non-emergency line).

#### **SPECIFIC REQUIREMENTS:**

- **Requirements of the Referring Facility**

The Nurse Unit Manager, Nursing Team Leader or Discharge Planner of the referring facility will be responsible for communicating with the receiving facility. They are responsible for ensuring that a bed is available for the patient and that a detailed handover is provided to the receiving facility. Additionally the referring facility needs to ensure that the patient requiring transfer is prepared for transport. Ensuring that the patient is prepared may include but is not limited to;

- Parents/legal guardians have been informed of transfer and have been given an information brochure about the NETS Return Transport Service
- Detailed handover has been provided to the receiving health care facility including mode of ventilation (if any) so that receiving facility can have the same treatment prepared for immediate use
- Patient observations are undertaken by a nurse at the referring facility on day of transfer within 1 hour of booked transport time and normal patient parameters are available
- Baby has been reviewed by a medical officer on the day of transfer prior to transfer time
- Medications have been administered prior to transportation. Please note that due to the mobile environment and single nurse escort, medications cannot be administered during transport
- Patient should be fed as per feeding regime until contacted by NETS to advise otherwise
- Intravenous infusions are drawn up into 50ml syringes and are labelled according to NSW Health Policies (if on long transport or via air ambulance, more than one syringe will be needed)

- Fresh and frozen EBM stored according to NSW Health Expressed Breast Milk Handling and Storage Policy Directive and clearly labelled with patients MRN, name, date of birth, and date/time EBM expressed or defrosted (please note that only a 48 hour volume of EBM can be transferred. Alternative arrangements need to be made for excess supply between hospital and parents)
- Patient Identification bands x2 on opposing limbs
- Patient Addressograph labels x2
- Availability of recent blood gas and blood glucose level
- If the baby is currently receiving antibiotics blood culture results are available
- If the patient is receiving formula feeds, ensure a bottle of formula is available for transfer
- For transport in capsule or via air ambulance the baby must be dressed in a full jumpsuit with singlet, beanie, fresh nappy and have a blanket available for use
- For transport in a humidicrib the baby must be dressed in a singlet and a fresh nappy
- Baby's belongings in one bag not exceeding 5kg

Documentation required;

- All patient history and notes accompanying the patient to be securely contained in a clearly labelled envelope to maintain integrity and patient confidentiality
- Copy of medication chart, fluid prescription chart, fluid chart, observation charts
- X-Ray hard copies/images on disc prepared for transport and electronic images available to receiving facility
- Personal Health Record updated and available with other charts
- Nursing transfer form completed
- Referral letter completed (if moving to a tertiary facility for surgery or referral)
- Discharge summaries completed, printed and available with other charts

A checklist is available on the NETS website to assist in preparing the patient for transport.

- **Requirements of the Receiving Facility**

If the situation changes for any reason, the receiving facility is responsible for communicating bed availability to the referring facility. If a previously booked bed becomes unavailable, the Nurse Unit Manager, Nursing Team Leader or Discharge Planner of the receiving facility must notify the referring facility and OC immediately. NETS can be notified on 1300 36 2730 (non-emergency).

#### **DOCUMENTATION:**

Links to Return Transport Service forms;

- Return Transport Service Home Page – [http://www.nets.org.au/Overview/Return\\_Transport.aspx](http://www.nets.org.au/Overview/Return_Transport.aspx)
- Guide To Booking Form – [http://www.nets.org.au/img.ashx?f=f&p=return\\_transport\\_service%2fReturn+Transport+Service+Booking+Form+Guideline.pdf](http://www.nets.org.au/img.ashx?f=f&p=return_transport_service%2fReturn+Transport+Service+Booking+Form+Guideline.pdf)
- Booking Form – [http://www.nets.org.au/img.ashx?f=f&p=return\\_transport\\_service%2fReturn+transfer+form.pdf](http://www.nets.org.au/img.ashx?f=f&p=return_transport_service%2fReturn+transfer+form.pdf)
- Checklist – [http://www.nets.org.au/img.ashx?f=f&p=return\\_transport\\_service%2fReturn+Transport+Service+-+Checklist.pdf](http://www.nets.org.au/img.ashx?f=f&p=return_transport_service%2fReturn+Transport+Service+-+Checklist.pdf)
- Information For ICUs Brochure – [http://www.nets.org.au/Overview/Return\\_Transport.aspx](http://www.nets.org.au/Overview/Return_Transport.aspx)
- Information For Parents Brochure – [http://www.nets.org.au/img.ashx?f=f&p=return\\_transport\\_service%2fReturn+Transport+Service+-+Information+For+Parents.pdf](http://www.nets.org.au/img.ashx?f=f&p=return_transport_service%2fReturn+Transport+Service+-+Information+For+Parents.pdf)

#### **EDUCATIONAL NOTES:**

For any further information on the Return Transport Service or how to book a transfer, please contact us.

#### **Contacts;**

Website: [www.nets.org.au](http://www.nets.org.au)

Phone: 1300 36 2730 (non-emergency)

Email: [ReturnTransportService@nets.health.nsw.gov.au](mailto:ReturnTransportService@nets.health.nsw.gov.au)

Fax: 1300 36 2498

#### **REFERENCES:**

1. NETS NSW Policies and Procedures, Return Transport Service Guidelines 2012/2013
2. NETS Victoria Policies and Procedures, Return Transfer Documents 2012
3. NSW Health Policies and Procedures, User applied Labelling of Injectable Medicines, Fluids and Lines Policy Directive 2012 [http://www0.health.nsw.gov.au/policies/pd/2012/pdf/PD2012\\_007.pdf](http://www0.health.nsw.gov.au/policies/pd/2012/pdf/PD2012_007.pdf)

Figure 1.



Figure 2.

