



NeoRESQ

Neonatal Retrieval Emergency Service
Southern Queensland



Parent Information



What is NeoRESQ?

Your baby is either premature or unwell and needs transport to a hospital that can give your baby the necessary treatment that they need.

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

Your baby may be transferred to a hospital with a specialised neonatal care unit or to a children's hospital.

The hospitals that babies are most frequently transferred to are:

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

Each year NeoRESQ transports more than 500 babies from their hospital of birth to these tertiary hospitals.

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 baby's that are sick and premature.

Equipment

We operate specialised equipment to care for your baby. Once your baby is stable he/she will be placed in a mobile intensive care 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 constantly monitors your baby during the journey using a range of equipment. We will explain this monitoring to you before we depart.



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.

Traveling 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 close to each tertiary hospital we transfer babies to. If this is required, it can be organised by the referring hospital. Social Work support is available to assist families with their transport and accommodation needs.

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 with the hospital medical or nursing staff caring for your baby. You can phone the nursery where your baby is being cared for at any time (details provided on the back of this brochure).

Feedback

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

Treating Hospitals

Royal Brisbane and Women's Hospital (RBWH)

Grantley Stable Neonatal Unit (GSNU)

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)

Queensland Children's Hospital

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: _____

