

NeoHOME

Parent Information

Home visits take place between 8:30am and 3:00pm, seven days per week

- Staff visiting your home will introduce themselves and have their hospital identification visible.
- You have agreed to home visiting so the expectation is that you will be home for each visit.
- The nurse will call you before 8:30am to arrange a time to visit. If you have done an early morning feed and have gone back to sleep and might not answer the call, please text the NeoHOME nurse on **0499 942 168** to tell them what time the feeds are due during the day so the team can continue to plan their visiting schedule.
- You might like to add the NeoHOME number to your mobile phone **0499 942 168**
- If you have an illness such as a cold, runny nose, sore throat or temperature, please let the nurse know during the phone call. They may ask you to do a RAT. You will still be able to have nurse visits, but they may change the visiting times.
- The visit will take between 45 to 60 minutes. We will give you an approximate time of the visit when we call you in the morning.
- Please make sure you fill out the feeding chart so that you and the nurse can continue to assess your baby's progress.
- Occasionally, a home visit may not be possible. During these times, you may get a phone call or tele health call to discuss you baby's progress.
- Should something happen to you or your baby is re-admitted to hospital, please let the NeoHOME team know by calling or texting **0499 942 168**.