

Dear Patients and Carers,

Since the PEG clinic opened in 2016, the demands for the service has increased exponentially. Many more children have feeding gastrostomies and require our timely support.

With this increasing demands on the service, we are unable to accommodate the large number of incoming phones calls and emails for troubleshooting advice and also to book appointments. We have come up with an alternative pathway, in terms of how to contact us and to book an appointment.

In this letter we have outlined the instructions of how to get timely support for your child's gastrostomy care (PEG). (See pathway below)

Booking or changing an appointment

Call the RCH contact centre on 9345 6180 between (8.30 am -5pm Monday to Friday)
Ask for an appointment in the PEG clinic (operating hours 9 am- 12 noon Monday- Friday). There is generally some availability on most days, for urgent requests.

Please advise the contact centre if it is an emergency and the reason for the appointment. eg. tube change, granulation, leaking, sore stoma, broken tube etc. (*see below of what is classified as an emergency*).

***Emergencies**

We define a gastrostomy (PEG) emergency as; A tube having fallen out and cannot be reinserted or new and significant pain that is unusual for the child's stoma

As above, if inside PEG clinic hours, you can request an urgent appointment through the contact centre if a spot is available. If this spot is unavailable and if the issue cannot wait for the next PEG clinic business day, then please present to the RCH Emergency or your local Emergency department. If you believe it is appropriate, you could also seek assistance through your GP

School training

The PEG clinic does not provide school or carer training. If you require gastrostomy/PEG training for School/Kinder/childcare, please go to the Complex care site on the RCH website, under the School care program. You can direct your school toward this.

<https://www.rch.org.au/complex-care-hub/services/#schoolcare-program>

Irritated stoma sites

If the enquiry is about an irritated stoma site and do not want to attend RCH initially, you can currently request the next available appointment as a telehealth appointment via the contact center, however, be aware that it is extremely difficult to manage stoma sites effectively via telehealth. Basic advice will be given and a follow up in person appointment should be made.

Please go to the gastroenterology webpage for resources on basic PEG/gastrostomy management.

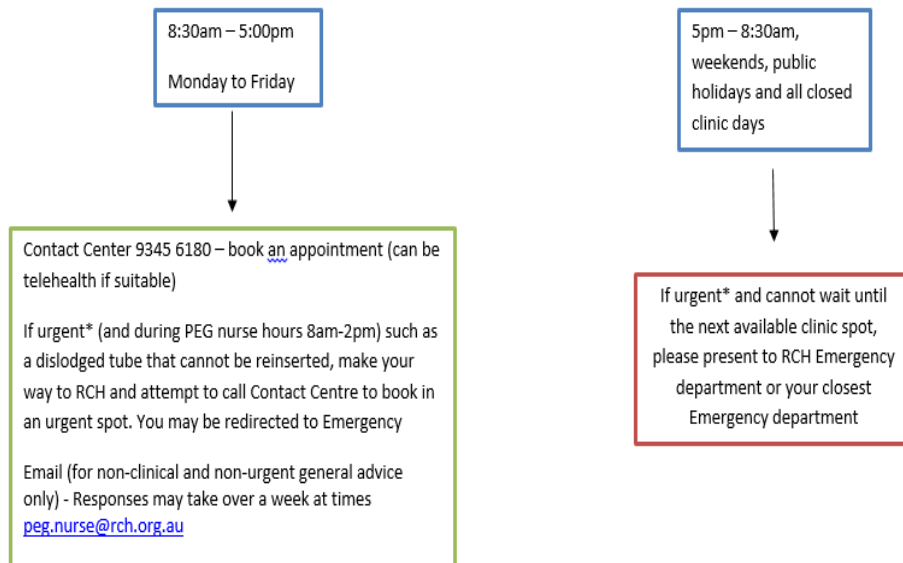
https://www.rch.org.au/gastro/parents/For_parents_Gastro/#gastrostomy-tubes-pegs

Kind regards,
The PEG Clinic Team
Gastroenterology
The Royal Children's Hospital
Website www.rch.org.au/gastro

What to do if the tube comes out or you need advice?

If your child has a balloon button attempt to re-insert tube and tape in place, if necessary. This will prevent the stoma from closing.

Extension tubing can be arranged through HEN 9345 7029 or EDC 9345 5325 (9am-5pm) (you should be getting 1 set every 2 months if on RCH HEN program or more frequently as budget allows with NDIS), after hours please contact your treating team.



***Urgent in the context of gastrostomy tubes is:**

- a dislodged or broken tube that cannot be reinserted or safely left in until the next PEG clinic availability
- sudden onset of pain/difficulty to rotate tube/pain when rotating tube (initial PEG only) where there is concern that it may have partially dislodged/migrated out or a very red, swollen and painful site.

Non urgent issues eg.

Granulation tissue, leakage or irritated sites – these can wait until the next available clinic spot (book by contacting Contact center on 93456180), and follow basic site care advise such as barrier cream and absorbent dressings in the meanwhile