



The Royal Children's Hospital

The Emergency Department is located on the lower ground floor. The PICU/Rosella ward is located on the third floor. You will need to ring a door bell at the front door of PICU to speak with staff to gain entrance. After hours (before 6am and after 8.30pm) you will need to enter the hospital via the Emergency Department. The car park entrance is located on Flemington Road. A concession pass for the car park is available to parents after the third day of admission and those receiving a child disability allowance.

Monash Children's Hospital

The Emergency Department is in Monash Medical Centre (MMC) on the ground floor. The PICU/Cocoon ward is located on the third floor of the Monash Children's Hospital (MCH). The general paediatric wards are located on the third and fourth floors. Entry to the car park for MCH is the same as for MMC. As you enter the campus, you will see the multi-storey carpark on the left at the roundabout.

Monash Children's Hospital
246 Clayton Road Clayton Victoria 3168
Melway reference: Map 79, D1
Switchboard (03) 9594 6666
Cocoon (PICU) (03) 9594 6666
www.monashchildrenshospital.org

Tell us what you think

Having your child transferred to another hospital can be stressful. We try to make it easier for you and your family.

Please tell us about your experience with PIPER, so we can provide the best service to our patients and their families. You do not need to give your name.

Thank you for your feedback.

Please scan the QR code below to take the survey.



If parents are concerned about the care provided by PIPER, please contact the PIPER Director on 9345 9030 or email piper.admin@rch.org.au

Paediatric Infant Perinatal Emergency Retrieval (PIPER)

The Royal Children's Hospital Melbourne
50 Flemington Road Parkville
Victoria 3052 Australia
Telephone 1300 659 803 (option 4)
Email piper.admin@rch.org.au
Web www.rch.org.au/piper/



Paediatric Infant Perinatal Emergency Retrieval

PIPER

Paediatric

Information for parents

Your PIPER team:

Doctor

Nurse

Ambulance driver

Destination hospital

Ward

Telephone number

About us

PIPER stands for Paediatric Infant Perinatal Emergency Retrieval. PIPER transfers sick babies and children from hospitals throughout Victoria and southern New South Wales to The Royal Children's Hospital, Monash Children's Hospital and occasionally to other hospitals.



Why is my child being moved?

Your child is being moved to a different hospital to get specialised care. This may be due to infection, breathing problems, heart problems, an accident needing an operation or other complications.

How is my child cared for during the transfer?

The PIPER team includes doctors and nurses trained in transporting sick children. In some cases, there may be a paramedic as well. They will assess your child, receive handover from the transferring hospital, and make sure your child is ready to travel safely. At times, our team is very busy helping to care for your child and preparing for the transport. One of our team members will talk to you about your child as soon as they can.



PIPER equipment

The PIPER stretcher and machines may look frightening, but they help us keep your child safe and secure. Some machines might be used to help your child's breathing and others to help us watch your child's condition or safely give medicine.



Being with your child

We try to have one parent travel with your child but this is not always possible. When travelling by air, the pilot decides whether you can travel with your child. If you cannot travel with your child, your local hospital will help you to arrange transport. The PIPER team will tell you which hospital your child is going to and when they expect to arrive. Phone numbers for the hospitals are on the back of this brochure.



Accommodation

If your child is in the emergency department or in a paediatric ward, one parent can stay at the bedside. If your child is in a Paediatric Intensive Care Unit (PICU), the hospital will help you find other accommodation.

Information collection

PIPER collects information on your child to improve our care. PIPER may share some information with other services that work together to improve care, but it will not be possible to identify your child's details in this information. Please talk to a PIPER team member if you have any questions.