

Paediatric Infant Perinatal Emergency Retrieval (PIPER) Neonatal Parent Information Sheet



PIPER Neonatal is a specialised baby transport service with over 45 years' experience. The PIPER doctors and nurses use specialised medical equipment to safely transport sick babies to Neonatal Intensive Care Units in Melbourne or to Special Care Units located in hospitals within metropolitan Melbourne or regional Victoria.

PIPER will respond as quickly as possible however response times may be affected by weather conditions, or availability of transport teams or the scheduling of Ambulance Victoria road or air ambulances.

Although the PIPER equipment may look overwhelming, it helps us give the best possible care for your baby. The PIPER team will explain the treatment given and address any questions or concerns you may have. **We will make every effort to ensure you have time with your baby before we leave.**

If possible, one parent may be able to travel with your baby. The PIPER team will discuss this with you.

You will receive a Parent Information Brochure from the PIPER team, which will include the destination hospital's contact information.

When your baby arrives at the receiving hospital's Neonatal Intensive Care or Special Care Unit, the PIPER team will contact you about your baby's condition.

We value your feedback on the care provided. Please use the QR code provided in the Parent Information Brochure to complete our survey.

Paediatric Infant Perinatal Emergency Retrieval (PIPER)

The Royal Children's Hospital

50 Flemington Road Parkville Vic, 3052

Phone: 1300 659 803 (option 4)

Web: <https://www.rch.org.au/piper/>

