The Royal Children's Hospital Melbourne

Newborn Emergency Transport Service

We are moving your baby to another hospital because:

- the hospital where your baby was born cannot provide the care your baby needs.
- your baby needs to go to a hospital that can give the care that your baby needs.

About NETS

- the NETS team, who is moving your baby, is specially trained to look after babies who are being moved.
- it is not always possible for you to travel with your baby; we will tell you if it is.
- if you can't travel with your baby, we will tell you which hospital your baby is going to.

Being with your baby:

- if you are still a patient, you may be transferred to the same hospital as your baby.
- when your baby is well enough, it is usually possible to move your baby to a hospital that is closer to your home.
- when you can't be with your baby, be assured that your baby is receiving the best possible care.

Tell us what you think

Having your baby transferred to another hospital can be very difficult. We aim to do as much as possible to make it easier for you and your family.

Please tell us about your experience so that we know we are doing well, or that we need to improve.

An envelope is attached for return of the survey. You will not need a stamp.

If you would like us to call you and talk to you about any of your concerns please tell us your telephone number and your preferred language (see over the page).

Do you want us to telephone you?

- ☐ No
- ☐ Yes

My telephone number is

_____

My preferred language is

_____

_____

_____

Meanwhile, please tell us if you agree with the following statements:

The NETS team gave me information in a way that I was able to understand.

- ☐ Strongly agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly disagree

The NETS team gave me an opportunity to ask questions about my baby and about moving my baby to another hospital.

- ☐ Strongly agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly disagree

OPTIONAL:

Baby's Name: _____

Baby's DOB: _____

The NETS team contacted us after our baby arrived at the new hospital.

- ☐ No
- ☐ Yes
- ☐ Not Applicable

Is there anything else you want to tell us?

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

D10-136 November 2010

The Royal Children's Hospital