

Unit Management of the Cot Bureau Hot Line

The Hot Line telephone may need to be held by unit staff on occasions when there is no cot bureau or Transport Nurse available.

Dealing with Enquires

The transport nurse or cot bureau manager will provide an information file along with the Hot Line telephone. This file contains recent information from neonatal units about their cot availability and current status.

There are three types of transfer requests; Antenatal
Acute Postnatal
Planned Postnatal

To operate the Hot line phone press green phone display button and the red to end the call, there are two handsets; one will be in use the other in the transport office. The phone should be carried at all times and a designated person should be responsible for answering enquires.

Antenatal Transfer Requests

These calls usually come from an obstetrician or a midwife on a delivery unit.

- Explain that cot bureau/transport nurse unavailable at present but that information is available to assist them finding a cot/bed.
- Obtain information from the caller-contact details, patient details, gestation, if possible information regarding steroids, medication, recent VE findings. This will help you to decide which unit is most suitable for the patient.
- Refer to the 'hospital status summary' sheet and select suitable units, according to gestation, that are open and advise the caller to contact these units themselves.
- If difficulties arise advise the caller that transport nurse/cot bureau will contact them as soon as they are available.

Acute Postnatal Requests

These requests come from either a registrar or consultant on the neonatal unit at the referring hospital

- Again explain that cot bureau/transport nurse unavailable at present but will be able to assist them locate a cot and that the team is either available on call or already on another transfer.
- Obtain information from the caller- contact details, infant details. It maybe necessary to seek advice from the registrar on the unit at SMH regarding initial further treatment advice for the infant.
- If the transport nurse is 'on-call' telephone them [number will be in the file with the hospital status info in the transport office] also call in the transport registrar-[refer to the SPR rota]

- If the team are already out on a transfer, they can be contacted on the transport mobile phone; the number is available in the transport office.
- Check which units are available and suitable for the infant, call the co-ordinator and give infant details and ask if a cot is available.
- It maybe necessary to search several units until a cot is located. The transport nurse can continue this if necessary on route to the referring unit.

Planned Postnatal Requests

These usually come from a nurse at a referring hospital, it will involve taking a baby back to its booking hospital, and these transfers are usually well babies.

- Obtain contact details of caller and if possible some information about the infant.
- Advise the caller that cot bureau/transport nurse will be in contact as soon as possible to arrange the transfer.

Referrals from Yorkshire Cot Bureau, First Response etc.

It is not the responsibility of the GMnets team to search for cots for these babies, simply inform them which units are open for the required gestation, again this will be on the 'Hospital Status summary' which you will have with the Hot line phone.