

# Frequently Asked Questions About Transport



Our Transport Team will provide your child with the best care possible during your child's trip to and from Kapi'olani Medical Center for Women & Children. Following are frequently asked questions and answers with helpful information about the transport process.

## Who cares for my child during transport?

Your child will be accompanied by a highly trained Transport Team from Kapi'olani Medical Center that includes a registered nurse and respiratory therapist who have specialized training in neonatal and pediatric transport medicine. A doctor may accompany the Transport Team for special circumstances.

## What happens when the transport team arrives?

Before the Transport Team moves your child, the doctor and nurses currently caring for your child will give our team a complete report on your child's condition and medical needs. Our team will then examine and prepare your child for transport. Please be patient as this may take some time. Our Transport Team has your child's best interests in mind and needs to be thorough with the exam. Once they are finished, they will update you on your child's condition and answer any questions you may have.

For your child's safety and comfort, our Transport Team will place your child in an incubator or on a stretcher and will use special equipment to continuously monitor and treat your child during the trip.

## Can I travel with my child?

If your child is being transported from a hospital on O'ahu, our Transport Team will use a special ambulance to move your child to Kapi'olani Medical Center. If there is space available in the ambulance, one parent can accompany your child.

If your child needs to be transported to O'ahu from another island, our Transport Team will use a specially equipped airplane. Transport planes are small with little space and weight restrictions. Sometimes, there is no room available for anyone other than the child and Transport Team.

The Transport Team will determine if you can accompany the team on transport prior to their arrival.

## What happens when my child arrives at Kapi'olani Medical Center?

Upon arrival, our medical team at Kapi'olani Medical Center will take over care from our Transport Team and evaluate your child's condition. Your child's health is our top priority and concern.

In the event your child needs to travel to Kapi'olani Medical Center alone, our Transport Team will provide updates on your child's condition once your child arrives and is settled in the unit.

After your child's arrival, you can stay in touch and get updates on your child's condition through the unit that your child is admitted to. Our Transport Team will give you this information when we call to update you after your child arrives at Kapi'olani Medical Center.

From time to time, our Transport Team needs to move patients to other medical facilities for procedures not done at Kapi'olani Medical Center. In the event this needs to be done, our Transport Team will take care of your child just as they did during the initial transport to Kapi'olani Medical Center.

## What types of support services are available for us?

The Kapi'olani Medical Center team will help you identify services and resources you may need immediately based on your situation and also will connect you with support services based on your child's needs. Other support services available that you can request include social workers, chaplains, behavioral health support, lactation consultants or March of Dimes NICU Family Support.

## Who can I contact at Kapi'olani Medical Center if I have additional questions or concerns?

If you have questions or concerns about your child, please do not hesitate to ask a member of the Transport Team or another care team member at Kapi'olani Medical Center. You may call us at **808-983-6000**.

### Additional important phone numbers for the neonatal and pediatric units at Kapi'olani Medical Center are:

- Neonatal Intensive Care Unit (NICU): . . . . . 808-983-8673
- Pediatric Intensive Care Unit (PICU): . . . . . 808-983-8681
- Wilcox Pediatric Unit: . . . . . 808-983-8322
- Carter Pediatric Unit: . . . . . 808-983-8310

