

## Support Services

**Social Work:** These members of the medical team can help you find a place to stay near the receiving hospital, connect you with helpful community resources, help you with your insurance questions, and help you meet your basic needs. Ask your child's nurse to speak to a Social Worker at the receiving location.

**Chaplain:** All receiving locations offer spiritual support in the form of prayer and blessings with a hospital chaplain. Ask your nurse if you would like to speak with a chaplain.

**Behavioral Health Support:** Families with a critically ill child experience a broad range of emotions, and are more likely to experience serious depression as a result of this traumatic experience. Help is available at your current location and at the receiving location. Ask your nurse to connect you with someone who can help.

**Lactation Consultants:** A lactation consultant at the receiving location can help coordinate the shipping and receiving of your milk until you can be reunited with your child.

**March of Dimes NICU Family Support at Kapi'olani:** If your child is being transported to the Kapi'olani NICU, March of Dimes NICU Family Support will provide you with education, activities, and support once you are reunited with your child.

Your Child's Medical Number (Will be provided by transport team after your child arrives at the receiving facility):

Your child is being transported to one of the following facilities (to be circled by transport team):

### Kapiolani Medical Center for Women & Children

1319 Punahou Street

Honolulu, Hawaii

#### **Neonatal Intensive Care Unit (NICU)**

(808) 983-8673

#### **Pediatric Intensive Care Unit (PICU)**

(808) 983-8681

**Wilcox**

(808) 983-8322

**Carter**

(808) 983-8310

**Dillingham**

(808) 983-8695

### Kaiser Moanalua Medical Center

3288 Moanalua Road

Honolulu, HI 96819

#### **Neonatal Intensive Care Unit (NICU)**

(808) 432-8540

#### **Pediatric Intensive Care Unit (PICU)**

(808) 432-8768

### Tripler Army Medical Center

1 Jarrett White Road

Honolulu, Hawaii 96859

#### **Neonatal Intensive Care Unit (NICU)**

(808) 433-5723

#### **Pediatric Intensive Care Unit (PICU)**

(808) 433-1330

**KAPI'OLANI**  
**MEDICAL CENTER**  
**FOR WOMEN & CHILDREN**  
An Affiliate of Hawai'i Pacific Health



## Transport Services



The Kapi'olani Transport Team will provide excellent medical care for your child during transport. We will also connect you to supportive services such as social workers, behavioral health professionals, lactation consultants, spiritual support, and March of Dimes NICU Family Support.

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**march of dimes**  
nicu family support®

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# Frequently Asked Questions



## Who Will Be Caring for my Child During the Transport?

A highly skilled Transport Team with a registered nurse and a registered respiratory therapist will accompany your child. They are specially trained to care for tiny babies and sick children, and will provide the highest level of medical monitoring and care throughout the transport.

## What Will Happen When the Transport Team Comes to Take My Child?

The Transport Team will do a physical exam of your child, receive a complete report from the medical team at your location, and determine a transport plan of care. They will most likely place your baby in a special bed called an incubator to protect and keep your baby warm while traveling. Older children will travel on a stretcher. These special beds have all the medical equipment your child will need for close monitoring and treatment while being transported. The transport team will talk to you before leaving with your child to answer any questions you may have.

## Can I Travel With My Child?

Transport planes are small and have space and weight limitations. Sometimes there is no room for anyone other than the child

and transport team. *Mothers who have just delivered babies cannot travel* because they are at risk of serious complications. The transport team will make every effort to allow medically stable parents to accompany their children.

## How Will I Know if My Child Arrived Safely?

The Transport Team will call you when your child has arrived at the receiving facility and provide you with your child's medical number. You will need the medical number in order to be given any information about your child's condition. At first, your child's nurses and doctors will be very busy admitting your child, and will not be available to answer your questions.. Please call the phone number circled by the transport team on the back of this brochure and be prepared to give the person answering the phone your child's name and medical record number, your name, and the date of transport in order to locate the primary care nurse who is at your child's bedside.

## What Will Happen When My Child Arrives at the Receiving Destination?

A team of doctors and nurses will be working to get your child settled in. If you accompany your child, you may see many people around your child's bed, some

monitors being attached, and several initial tests being done (x-rays, blood tests, sonograms, etc). The health care team will keep you informed of what they are doing and why. They may ask you some questions, and may have you sign some forms. If there are too many people near your child at this time, you may be asked to go to the waiting room for a short time. This would be a good time for you to make phone calls to concerned family and friends. Remember, only parents and legal guardians can receive health information about your child from the medical team.

## When Will My Child Eat?

Your child's health condition will determine when and what food will be given. If your child is very sick, the doctors will probably give all fluids and nutrients through an IV. Once your child is stable, the medical team will decide if your child is ready for food by mouth.

Breast milk is best for babies, and the only way for babies to receive protective immunity to fight illness. We encourage mothers separated from their babies to provide breast milk using the Aloha Airlines shipping system. This service is provided free for babies at Kapi'olani and Kaiser. It is important to start pumping your breasts as soon after delivery as possible, and to pump every few hours. Ask your nurse to arrange for you to start pumping and shipping your milk as soon as possible.