

## **Protocol for Medical Coordination Center (MCC) Communicators and Staff at Non-Tertiary Hospitals**

### **Background:**

Early recognition and transfer of high-risk pregnant women and sick newborns to Level III Perinatal Centers is essential to reduce neonatal mortality rates. When providers' usual referral centers are not accepting transports, time is of the essence in finding another center to refer to. Providers need quick information about bed availability at the State's other Level III Centers. The WV Emergency Medical System now has a hotline for perinatal bed availability. Repeated surveys of West Virginia's rural perinatal providers have reaffirmed the need for this safety net. Perinatal providers can call the hotline to be connected immediately with specialists for immediate consultation and/or transfer of a mother or baby. Dispatchers at the EMS Flatwoods Medical Coordinating Center will locate a bed and transfer the call to the appropriate specialist at that center. They may also help rural providers make local arrangements for maternal transports to Level III Centers.

### **Purpose:**

To streamline the procedure for transfer of high risk mothers and neonates to Level III Perinatal Facilities when providers' usual referral centers are not accepting transports.

There are three designated Level III Perinatal Centers in West Virginia:

Cabell-Huntington Hospital, Huntington, WV  
CAMC Women and Children's Hospital, Charleston, WV  
WVU Children's Hospital Morgantown, WV

### **Policy**

Community Hospitals in West Virginia that are unable to locate a bed and need to transfer a mother or neonate to a Level III Perinatal Center may call the EMS Medical Coordination Center (MCC) in Flatwoods, WV for assistance. The staff at MCC will locate and determine the closest facility with an available bed. The caller will be provided with the accepting facilities information and may be connected to the obstetric or neonatal specialist at the center with available beds.

### **Procedures**

#### **Maternal/Neonatal Transport Procedure for Non-tertiary Hospital Providers**

**IMPORTANT NOTE** This is a backup system or safety net for the perinatal Transport System that is currently in place in West Virginia. If providers prefer they are encouraged to call their usual referral centers first, and use the MCC only when unable to locate an appropriate bed for a mother or baby.

1. If unable to find maternal or neonatal bed at usual referral hospital, provider may call Flatwoods Medical Coordination Center (MCC) to locate bed. **(1-866-893-7266)**
2. MCC Communicator will locate bed and connect perinatal provider with appropriate specialist or transport team.
3. Non-tertiary hospital will keep log of all calls, which will be forwarded to the Perinatal Coordinator, and State EMS director. (See Log at end of document)

#### **Maternal/Neonatal Transport Procedure for MCC staff**

4. MCC Communicator receives a call from the hospital that is requesting maternal or neonatal transfer. **(1-866-893-7266)**
5. MCC Communicator checks for available maternal or neonatal beds, and determines the closest maternal or NICU bed for the patient. If necessary, calls will be made to out of state hospitals if an appropriate bed cannot be found in West Virginia
6. MCC Communicator will provide the caller with the following; Accepting facility and phone number. The communicator may at that point connect the requesting facility and the accepting facility.
7. MCC Communicator will keep log of all calls, which will be forwarded to the Perinatal Coordinator, and State EMS director. (See Log at end of document)

#### **Contact Information for Level III Tertiary Perinatal Referral Centers**

##### **Maternal Transport Phone Numbers**

1. Cabell-Huntington Hospital, Huntington, WV 877-531-2244
2. CAMC Women & Children's, Charleston, WV 877-Cam-Care (877-226-2273)
3. WVU Children's Hospital Morgantown, WV 800-982-6277

##### **Neonatal Transport Phone Numbers**

1. Cabell-Huntington, Huntington, WV 877-531-2244
2. CAMC Women & Children's, Charleston, WV 877-Cam-Care (877-226-2273)
3. WVU Children's Morgantown, WV 304 598-4140 (NOTE: This number will be changed in 2012)

## Worksheet for Hospital Providers Contacting MCC

Information to be collected by MCC Communicator at time of call:

### **If the request is for a maternal transport:**

Hospital making Request

Callback Number

Physician making request

Name of Mother

Reason for Transport

Gestational Age of mother

EDC (Due date) of Mother

Is mother in active labor? If yes, ask cervical dilation and effacement.

Usual referral Center:

Has this center been called?

Any other attempts for transport?

Which Tertiary Center do you prefer to send this mother to?

### **If the request is for a neonatal Transport**

Hospital making Request

Callback Number

Physician making request

Reason for Transport

Name of baby

Date of Birth

Time of Birth

Apgar Scores 1 minute      5 minutes      10 minutes

Gestational Age of baby

Usual referral Center:

Has this center been called?

Any other attempts for transport?

Which Tertiary Center do you prefer to send this mother to?