NSW Perinatal Advice Line (PAL)

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Summary:
This information bulletin outlines the role of the NSW Perinatal Advice Line (PAL). The PAL supports existing tiered maternity networks with the provision of expert clinical advice for the management of women with complex pregnancies who may require transfer to a higher role delineated hospitals.

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Applies to:

Audience: All NSW Health maternity managers and clinicians

Distributed to:
Public Health System, Divisions of General Practice, Health Associations Unions, NSW Ambulance Service, Ministry of Health, Private Hospitals and Day Procedure Centres

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NSW PERINATAL ADVICE LINE (PAL)

PURPOSE
To outline the role and responsibility of the NSW Perinatal Advice Line (PAL). The PAL supports existing tiered maternity networks with the provision of expert clinical advice for the management of women with complex pregnancies who may require transfer to higher role delineated hospitals.

KEY INFORMATION
The NSW Pregnancy and newborn Services Network (PSN) is responsible for providing state-wide perinatal advice for the management of women with complex pregnancies. This advice supports and enhances existing tiered maternity networks with the aim that each woman births in the most appropriate setting, with the most appropriate care provider, within the most appropriate time frame.

PSN will manage the PAL service 24 hours a day, 7 days a week. The PAL will be operated by a team of clinical midwifery consultants, maternal fetal medicine specialists and specialist obstetricians. These clinicians will be available by telephone to provide clinical advice regarding women with complex pregnancies and maternal transfer, when the local tiered maternity network is unable to assist.

As per Policy Directive PD 2010_069 Critical Care Tertiary Referral Networks (Perinatal), the first line of clinical advice and support for the consultation, referral and transfer of women with complex pregnancies should be accessed within the tiered maternity network structure.

The PAL service can be accessed by dialling 1300 362 500.

RESPONSIBILITIES
The Local Health Districts are responsible for ensuring:

- Tiered maternity networks for consultation, referral and transfer are developed according to PD 2010_069.
- Local escalation protocols/pathways are in place for the consultation, referral and transfer of women with complex pregnancies.
- Relevant staff are aware of local maternity escalation protocols/pathways.
- Information regarding the role and contact details of the PAL are incorporated into all local maternity escalation protocols/pathways.

Where existing tiered maternity networks are unable to assist, the PAL will provide clinicians from NSW and the ACT with:

- 24/7 access to expert perinatal advice.
- Assistance with the transfer of women across NSW and the ACT who require a higher level of care.

Further information regarding the PAL can be obtained from the NSW PSN website (http://www.psn.org.au).