ScotSTAR process for management of neonatal transfer requests in the North

Call to ScotSTAR emergency line from a North Unit

(Elgin, Orkney, Shetland, Peterhead)

**03333 990 222**

If no team able to accept referral in the timescale required:

Revisit need for transfer and urgency/timescale

Consider referral to PICU team (ScotSTAR dispatcher can call)

Consider use of Ambulance Service transfer

If the team requested unable to undertake the transfer then passed to another neonatal team

Plan for transfer made, SSD dispatcher can assist with cot location if AMH not able to take. Receiving clinician can be brought into the call as well.

Aberdeen on call consultant directs SSD dispatcher to the appropriate transport team, they are brought into the call

Dispatcher puts call through to Aberdeen On call consultant.

Immediate advice given and plan made