

Your important health information

Supports to help you when you go home with your baby

Postnatal care

- You will have one or more appointments with a Mercy Hospital for Women (Mercy@Home) midwife within 24 to 48 hours of being discharged:
 - the appointment is to check the health and wellbeing of you and your baby, and answer any questions you might have. The appointment will occur in your home or at the hospital.
- A Mercy@Home midwife will ring you in the morning on the day of your appointment. Phone: 8458 4466

Mercy Hospital for Women Emergency Department

Our Emergency Department can only see:

- newborns up to 14 days old
- babies currently in the care of our HITH team
- babies who were previously in our NICU or SCN; under prior instruction of paediatric medical team.

All other babies should be taken to the nearest Emergency Department that provides paediatric (children) services, such as Austin Health, Northern Health and Eastern Health (Box Hill).

Maternal and Child Health Nurse (MCHN)

- A Maternal and Child Health Nurse (MCHN) will contact you at home and organise a first appointment with you. This may be 7 to 10 days after discharge.
- The first MCHN visit is usually at your home. After this the nurse will usually see you and your baby at the health centre:
 - ensure your address and phone number details are updated. Call your local council if you think you have not been contacted by this service.

Maternal and Child Health Nurse 24 Hour phone line

- This is a phone service that you can ring for advice 24 hours a day.
Phone: 132 229.
(Remember that sometimes it can be very helpful to be able to talk to someone at 2am in the morning).

Young mums' groups

- Young mums' groups are available in most areas and usually offer a combination of informal support and information:
 - ask your MCHN about local groups.

Breastfeeding Support Centre

- The Breastfeeding Support Centre is for mothers and babies who are having breastfeeding problems. It is located on the second floor of the hospital.
Phone: 8458 4677

Mental health concerns including postnatal depression

- The Mercy Hospital for Women has a clinic that specialises in women suffering from postnatal depression and other perinatal mental health issues.
 - If you have not already attended this clinic, you will need a referral from either your GP or a doctor at the Mercy Hospital for Women. The Clinic is located on level three of the hospital in the Outpatients' Department.
Phone: 8458 4141.
- PANDA is a community service that can also help you if you think you might be suffering from postnatal depression. Phone: 9882 5756.

Early parenting centres

These centres provide services to families who are experiencing complex parenting issues and who require increased support in addition to the support provided by professionals in the local community.

- O'Connell Family Centre, Canterbury
Phone: 8416 7600
- Tweddle Child and Family Service, Footscray
Phone: 9689 1577
- Queen Elizabeth Centre, Noble Park.
Phone: 9549 2777

Support for new parents

Qualified and experienced parent coaches will visit you and your partner (or whoever you are co-parenting with), in your home. A 10 session program for those that have, or are having a baby.

- Family Foundations, Merri Health
Phone: 9355 9901

Other useful numbers

Nurse On Call
1300 606 024

Parentline
132 289

Interpreter assistance
131 450

Family violence contact information

If you need urgent help, call '000'.

Safe Steps is a 24 hour state-wide family violence response centre for intervention, support and advocacy.
Phone: 1800 015 188.

The Orange Door is a free service for adults, children and young people who are experiencing or have experienced family violence & families needing extra support with the care of children. Located at 56 Burgundy Street, Heidelberg.
Walk – In
or
Phone: 1800 319 355.

InTouch Multicultural Centre Against Family Violence is a state-wide family violence service for migrant and refugee communities.
Phone: 9413 6500

Further Information

If you have any questions regarding this information, please contact:

Mercy Hospital for Women

Social Work Department
Phone: 03 8458 4149

Acknowledgements

Produced by: Social Work Department MHW
Date produced: September 2014
Date of incidental review: November 2022
Date for review: July 2024