



Mercy Health  
Care first

## ***Your important health information***

# **When to seek help for you and your baby**

This information is for families of babies born at the Mercy Hospital for Women (MHW).

If you are worried about yourself or your baby, you should seek medical attention.

### **For baby**

**Call 000 for an ambulance or take your baby to the nearest Emergency Department if your baby:**

- is pale
- is very difficult to wake or unusually drowsy
- has a temperature of more than 38 degrees Celsius
- is weak and will not wake properly
- has a weak, high pitched or continuous cry
- is vomiting green fluid
- makes jerky movements that cannot be stopped if held
- is having difficulty breathing
- stops breathing for more than 15 seconds.

**Take your baby to see a GP or to an Emergency Department, if your baby:**

- has a lump in the groin area
- has a hoarse cough with noisy breathing, wheezing or cannot breathe through their nose
- has any skin rashes, especially red spots which do not fade and lose colour when they are pressed
- feels unusually hot (fever), cold or floppy
- cries in an unusual way or for an unusually long time or seems to be in pain
- has any bleeding from the nose or any bruising
- keeps refusing feeds or continues to vomit up feeds
- has sticky eyes or conjunctivitis
- has very liquid bowel motions which are green brown in colour—this could be diarrhoea
- has a temperature above 37.5 degrees Celsius
- becomes more jaundiced
- or
- if you are worried.

## For mother

**Get help as soon as possible from your GP or the nearest Emergency Department if:**

- you have increased blood loss, with or without clots
- your blood loss starts to smell
- you experience high temperatures
- you have increasing pain
- you find a red, hard, hot area on your breast that does not clear with breastfeeding, with or without flu-like symptoms such as aches and pains and shivers
- you have difficulty passing urine or a bowel motion
- you have increased tenderness or swelling of the perineum
- your abdominal wound is oozing fluid, or the skin is red or hot to touch (if you have had a caesarean section)
- you have symptoms of postnatal depression.

## Useful contacts

For unexpected medical issues that are not emergencies, you can call:

- Nurse on Call 1300 60 60 24
- Maternal and Child Health Line 13 22 29

If you need an interpreter, you can contact services via the Translating and Interpreting Service (TIS):

- Call 131 450
- Say your language in English and wait to be connected to an interpreter
- Give the interpreter the phone number of the service you want to talk to

If you have a hearing or speech impairment you can contact services via the National Relay Service on 133 677 (24 hours, 7 days a week).

## Important information about the Emergency Department at Mercy Hospital for Women

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).

### Acknowledgements

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This document provides general information only and is not intended to replace advice about your health from a qualified practitioner. If you are concerned about your health, you should seek advice from a qualified practitioner.