

Access: 24 hour/s

Unless otherwise stated, refers to 24 hours a day, 7 days a week.

Back-transfer

This refers to the process that occurs when a woman and/or her baby may be transferred from services with higher capability to services closer to their place of residence, for instance, where the care required is less complex and therefore may operate at a lower service level.

Documented process (formal link)

A process agreed to by all services involved. It may include a networking agreement, a letter of agreement between relevant parties, memoranda of understanding and contractual arrangements for retrieval or transfer of patients between facilities and outsourcing of services.

Referral pathways

These provide the process or the series of steps to be taken to enable timely referral of individuals to services that will best meet their needs. The referral pathway is ideally developed through a comprehensive and inclusive approach involving all local health services. It may be part of a clinical pathway. On site staff, services and/or resources are located within the health facility or adjacent campus.

Referral

Referral is the mechanism by which an appropriate health professional coordinates and transfers all or part of the responsibility of care for the woman through the health care system to access different types and complexity of care.

Referral can occur when a consultation identifies a need for the woman to be seen at a higher designated level service or by a more experienced or specialist clinician. Women who are referred for care can return to the original carer for continuing management and care.

Transfer

Transfer of care is required when a referral results in the need for the woman to continue care at a higher level service or with a more experienced clinician.

Transfer and referral can also occur in emergency situations where urgent escalation is required.

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