

Newborn Concerns Workflow – Attending Provider Notification

Step 1: If newborn is clinically unstable nurse calls newborn 911.

Step 2: Nurse has a **Newborn Concern** e.g., hypoglycemia, bleeding circumcision, jaundice, etc.

Step 3: The nurse calls Meriter paging and says, “I have a Newborn Concern” for Dr. (name of attending on the Epic newborn chart). The practice group name is not needed. Paging has each practice on call schedules for ‘**Newborn Concerns**’.

Step 4 – The on call attending physician calls back and discusses concerns with nurse

- Attending answers questions, develops plan with the nurse – no further action needed
- Attending and nurse determine newborn needs to be seen by the Family Medicine or Pediatric Resident
 - The Attending Physician must talk directly to the Family Medicine or Pediatric Resident
 - **Pediatric Resident contact:**
-Call Meriter paging at 608.417.6000 and ask to page the Pediatric Resident / pager 129-1029
 - **Family Medicine Resident contact:**
-Call the resident cell phone at 608.843.4796 or call Meriter paging at 608.417.6000 and ask to page the Family Medicine Resident / pager 129-0606

Attending and resident develop plan:

- Resident evaluates the newborn
 - Resident calls Attending back with assessment, develops plan and relays plan to nurse and documents plan in the newborn EMR
 - Attending/Resident determine the newborn needs transfer to the NICU and will discuss NICU transfer with APP or Fellow
 - If evaluated by the Family Medicine Resident, they will call the Pediatric Resident who will contact the APP or Neonatologist, and this becomes an automatic NICU consult.
 - If evaluated by the Pediatric Resident, they will contact the APP or Neonatologist, and this becomes an automatic NICU consult.
 - Resident notifies Provider of the transfer to NICU
 - If the Resident and Provider have questions about care management, they will staff with the NICU Fellow or NICU APP and this will be a NICU consult

Page response expectation:

Expected response time to the page is 10 minutes.

Residents

- If no response in 10 minutes from the Resident, the Attending will call Meriter paging and ask to re-page.
- If no response in 10 minutes to the second page, the Attending will call the NICU attending directly.

Attending Physician

- If the attending does not call the unit within 10 minutes the HUC will re-page x1
- If the attending does not call the unit within 10 minutes after the second page, the HUC will page the Pediatric Resident to evaluate baby
 - If care management is required, the Pediatric Resident will staff with the NICU Fellow or NICU APP.
 - If a higher level of care is needed, the Pediatric Resident will contact the APP or Neonatologist, and this becomes an automatic NICU consult.

Follow SOC #22 “*Chain of Communication for Conflict Resolution*”

Provider Group Look-up

The group a provider belongs to can be found by using the following 3 options:

1. Epic Provider Look Up site. Go to the red **Epic** tab on the top left corner of the screen. *Click* on the red arrow for the drop-down menu. *Click* on Provider Finder or *click* on Tools and *click* on Provider Finder; enter the provider last and first name *click* on the spyglass to find the correct provider: go to the bottom corner of the screen and *click* on Search. Provider information including the group and clinic location will be displayed on the right side of the screen.
2. Call the 4North HUC and ask to look up the name in the rolodex
3. Google search the provider’s name.

Newborn Concerns Algorithm

Call Meriter paging at 608.417.600 and say, "I have a Newborn Concern for Dr. xxxx (give the attending provider name). Paging uses provider names, not practice groups.

Group	Days: MF 8AM-5PM	Nights: 5PM-8AM and Saturday/Sunday 8AM-5PM
GHC Non-Delivering physician (GHCND) (Pediatrics and Family Medicine)	*Call Meriter paging and say I have a Newborn Concern: Ask to page the GHC "Newborn Rounder" covering for Dr. _____ (name of attending on the newborn chart) ***	*Call Meriter paging and say I have a Newborn Concern: Ask to page the GHC "Peds on-call" physician covering for Dr. _____ (name of attending on the newborn chart) ***
GHC Delivering physician (GHCD-FMOB) (Family Medicine with OB privileges)	*Call Meriter paging and say I have a Newborn Concern: Ask to page the GHC "FMOB on call" physician covering for Dr. _____ (name of attending on the newborn chart) *	*Call Meriter paging and say I have a Newborn Concern: Ask to page the GHC "Peds on-call" physician covering for Dr. _____ (name of attending on the newborn chart) ***
UW Family Medicine Physicians (Access, Community and Residency Programs)	Call Meriter paging and say "I have a Newborn Concern" for Dr. _____ (name of attending on the newborn chart) ***	Call Meriter paging and say "I have a Newborn Concern" for Dr. _____ (name of attending on the newborn chart) ***
Wildwood Family Medicine	Call Meriter paging and say "I have a Newborn Concern" for Dr. _____ (name of attending on the newborn chart) ***	Call Meriter paging and say "I have a Newborn Concern" for Dr. _____ (name of attending on the newborn chart) ***
UW Newborn Hospitalists and UW Pediatrics	Page UWNB Hospitalist pager (129-1029)	Page the UWNB Hospitalist Pager (129-1029) at night the NICU pediatric resident responds

*** If after receiving an SBAR from the nurse, the attending provider determines the newborn needs to be seen by the FM Resident, the attending will call the FM Resident cell phone at 608.843.4796 or call Meriter paging at 608.417.6000 and ask to page the Family Medicine Resident / pager 129-0606

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