



Note: Mobile device is preferred for calls with PTN

# Video Conferencing During Transport Consultation for Sending Site Providers Needing Neonatal Intensive Care Unit Support

For providers caring for neonatal patients requiring transport consultation to Neonatal Intensive Care Units (NICU) through the Patient Transport Network (PTN)

NICU transport/advice call via PTN  
1-866-233-2337

The **need for a video consultation** is identified by BC Women's Hospital (BCWH) NICU Transport Advisor (TA)

Video consultation should be used when:

1. NICU admission planned or likely
2. Clinical status is unclear to teams involved in call

Technical requirements for a GoodSAM video call:

1. Mobile device with video and audio that can be moved to patient's bedside
2. Device can receive link via **SMS text or email** (if choosing email, ensure you're logged in)

Inform family and **obtain verbal consent** for video consultation

PTN will send link for GoodSAM video call by either:

- A. **SMS text** message to cellular enabled device (e.g. cell phone)
- or
- B. **Email** to an account that can be accessed on the device (iPad, tablet or workstation on wheels)

**Reminder**  
PTN can support with technical troubleshooting

1. Click link to connect with BCWH NICU TA and PTN via GoodSAM video call  
2. Maintain audio via teleconference and mute GoodSAM  
3. Move to patient bedside

1. Complete transport/advice call via GoodSAM video with BCWH NICU TA and PTN  
2. **Complete survey** via link texted/emailed - *you can't improve what you don't measure*

For more information on GoodSAM please contact [officeofvirtualhealth@phsa.ca](mailto:officeofvirtualhealth@phsa.ca)