

## Fact Sheet

# Westmead Midwifery Caseload Practice (MCP) Guidelines for Care

womensnewbornhealth.com.au

## Welcome to Westmead MCP!

To ensure we provide safe and consistent care, we have set up some clear guidelines for communication between you and your midwife.

This will help you understand the role of the midwife and how he/she works within the team.

- Once you have exchanged phone numbers with your primary midwife, please use this for all communication. Please don't have your phone on private. This will enable us to see who is calling and return calls when required.
- If you have concerns about you or your baby's health you can call this number 24hrs a day.

**Important – please never text message concerns about your pregnancy or your baby.** Your midwife will divert the phone to another midwife when she is sleeping or on her days off. As text messages are not diverted, it may go unread for 2-3 days.

### Times you should call are:

- **Regular, painful contractions at any stage of pregnancy**
- **If you have any vaginal bleeding**
- **If your baby has reduced movements or the pattern of movements has changed**
- **If you believe your water bag has broken**
- **If you have concerns about your health that are pregnancy related**
- **If you are involved in a motor vehicle accident or trauma to your abdomen**

The answer to non-urgent questions related to pregnancy and birth can be found on our website.

<https://www.wslhd.health.nsw.gov.au/WNH/Home/home>

If questions are not related to your pregnancy it is more appropriate to see your GP.

- Your midwife will always attempt to answer your call. Sometimes this is not possible. For example she may be driving or working in the Birth Unit. Leave a message and wait for 10min before trying again. If your matter is urgent please ring the Birth Unit on 8890 7395 and the Birth Unit midwives will be able to help you.
- If you wish to change an appointment or have a non-urgent question you can text message your midwife between the hours of 8am to 5pm Monday to Friday.
- We will sometimes need to reschedule non urgent appointments so that we can care for women in labour. We try and give you as much notice as possible for any changes.

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- It is our aim for your midwife to be present for your birth. There may be times when you will be cared for by another MCP midwife or a Birth Unit Midwife. Your midwife may be on a day off or may have worked too many hours and in the interest of safety will need to handover care.
- It is the expectation you will go home within 4 to 6 hours after the birth. We will come and see you at home and provide phone support for up to 2 weeks. Your midwife remains on call for you during this 2 week period so you can make contact if you have concerns.
- During your pregnancy, breastfeeding education and education on caring for your newborn in those first few days at home will help you to feel prepared for taking your baby home. If early discharge is not possible and if extra monitoring is required, you will then be cared for by the Maternity Ward midwives.
- The program is not designed for women who want an extended stay in hospital. If you are seeking an extended stay in hospital one of Westmead Hospital's other models of care may be more appropriate

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#### My Midwife-Westmead Caseload Midwifery

- Your midwife will attend all the antenatal visits in your home. Visits will need to be in the hospital if extra monitoring, treatment or after hour's visits are necessary.
- Your midwife may ask you to attend the hospital for antenatal and postnatal visits.
- Please notify your midwife as soon as possible if you intend to move out of the boundaries of the hospital. We may recommend it is safer to transfer care to a hospital closer to home.

