

Telephone Triage Tool for Neonates

Name of the baby _____

Date of the call: _____ Date/Time of birth: _____ Age of the baby: _____

Nature of the problem _____

Mode of delivery? (c/section, vaginal, vacuum, etc)? _____

Was baby preterm, low birth weight, a multiple, or has other health issues? _____

AAP recommends ALL breastfed babies be seen 48 hours after discharge.

FIRST— Establish if the baby could be in immediate danger and needs to be seen **THAT DAY**, ideally **both** by a Lactation Consultant and the baby's provider.

	Key: <input type="radio"/> Concerning response (be seen today)	<input type="checkbox"/> OK (can wait 1-2 days)
• Does the baby have fever, vomiting, lethargy, breathing problems, or is refusing to feed?	<input type="radio"/> Yes	<input type="checkbox"/> No
• Press the forehead skin – Is it yellow underneath?	<input type="radio"/> Yes	<input type="checkbox"/> No
• How many times in 24 hours are you nursing?	<input type="radio"/> Less than 8	<input type="checkbox"/> 8 to 12
• How many poopy diapers per 24 hours?	<input type="radio"/> Less than 3 by day 3 or 4 by day 4	<input type="checkbox"/> More than this
• Are poops yellow by day 4?	<input type="radio"/> No, poops still dark	<input type="checkbox"/> Yes, yellow
• How many wet/heavy diapers?	<input type="radio"/> Less than 4 by day 4	<input type="checkbox"/> 4 or more by day 4
• Can you hear the baby swallowing?	<input type="radio"/> No, or can't tell	<input type="checkbox"/> Yes, she hears swallowing
• Is there red staining in the diaper?	<input type="radio"/> Yes and it's day 3 or later	<input type="checkbox"/> Yes before day 3 (normal), or no
• Can you tell if your milk is in?	<input type="radio"/> No or can't tell by day 4	<input type="checkbox"/> Yes

If answers to any of these questions is concerning (left column checked), *she should be seen **that day** and advised to increase number of feedings to 10-12 per 24 hours and massage breast between sucking bursts. Let her know that if she's had a c-section, is obese, or diabetic, her milk may be delayed coming in.*

Comments: _____

SECOND—If above answers are *adequate*, mom can wait to see a **Lactation Consultant within 1-2 days**.

Learn if there are things mom can do **RIGHT NOW** until she's seen. (*Further advice in parentheses.*)

If mother complains of not having enough milk:

- What makes you concerned that baby isn't getting enough milk?
 - "Baby feeds all the time." (*Ask what she means by this. Review that normal number of feeds is 8-12 per 24 hours*)
 - "Baby is not satisfied after feedings; OR fussy when put down; OR I don't have enough milk." (*Baby may not have effective feeding skills yet. Compress breast to push milk toward nipple during pauses between sucking bursts. Nurse at least 10 times per 24 hours. Feed at the earliest signs of hunger. Encourage skin-to-skin contact- mom's bare chest against baby's bare chest.*)
- If you've had your baby's weight checked recently, did his provider say it was OK? (*If no, be seen.*)
- Is your baby receiving only breast milk? (*Recommend that expressed milk be used before formula. Pump after feedings, tell mom that it's normal if not much milk comes out at this point.*)
- Are you on any medications? (*Narcotics, all hormonal contraceptives including mini-pill, sedating antihistamines may cause problems. Ask mom to check with her doctor about the safety of stopping these medications.*)
- Do you smoke, drink coffee, or alcohol, including beer? (*Advise stopping. Non-alcoholic beer is OK.*)
- Are you sleeping near your baby, in the same room? (*If not, recommend doing so.*)
- Are you using a pacifier? (*If so, advise stopping it.*)

If mother complains of painful feedings:

- Is breastfeeding very painful even after baby is latched on? Do you have cracked nipples? (*Advise wide open mouth and flip open both lips, position chest to chest, chin to breast. Spread milk on breast and let it dry. It's OK to try lanolin ointment or soothing gel-pads until she's seen.*)
- Are you using a pacifier? (*Stop the pacifier.*)

Comments: _____

