



FAQs About the Transport Team

What is the Children's Hospital Transport Team?

The Children's Hospital Transport Team is a team of RN's and respiratory therapists that are specially training in pediatric critical care transports by ground and air.

How can I arrange for a patient to be transported to Children's Hospital?

One call - 1-855-CHNOLA-1

Can a parent ride with a patient being transported by ambulance, by helicopter or by fixed wing aircraft?

Typically, parents are NOT transported along with the patient to Children's Hospital.

Many parents prefer their own transportation available at Children's Hospital and elect to bring their own vehicle. In certain rare cases, it may be appropriate to allow a single parent to be transported along with the patient. These are case-by-case basis and depend on fuel requirements, physical space, distance, etc. and **are at the sole discretion of the transport team members.**

Will the transport services be covered by my health insurance?

In most cases, YES.

Critical Care transports are covered by health insurance. Children's Hospital works diligently with families on all aspects related to financial issues.

How do I contact the unit where my child will be transported?

When the Transport Team arrives to pick-up your child, they will provide you with a "Welcome Packet" to Children's Hospital. This packet will include **ALL** contact information for the unit where your child will go as well as directions to Children's Hospital. The team will also be available to answer questions that you may have about your child's care before, during, and after the transport.

Are parents allowed to stay at the hospital with a child in a critical care unit?

In most cases, YES.

Each ICU has slightly different policies related to visitation to protect the patients. However, all of the critical care unit staff work diligently to provide a family-friendly experience.

The Transport Team will provide you with further information on visitation as well as resources related to lodging.