



## Process for Perinatal Advice Line (PAL) Calls via the NETS automated Phone System

**Note: First call your level 6 facility within your Tiered Maternity Network (TMN).**

**If this fails to find a solution - call PAL as per following flow chart.**

Call made to the NETS Line via 1300 36 2500  
Call received by Automatic System (ADTEC)

"Thank you for calling the NETS and the Perinatal Advice Line, please note that calls to these services are recorded"

Option 1 - For Neonatal and Paediatric emergency      PRESS 1

Option 2 - If you require PAL support for a maternity patient      PRESS 2

Option 3 - For non-obstetric adult retrieval      PRESS 3

**PRESS Option 2**

"in the first instance please call your level 6 TMN facility"

If you have contacted your level 6 facility and  
require further assistance

**PRESS Option 2 again**

**If the call drops out or the midwife requests that you to phone back when it is safe to receive the call, please phone back on **1300 362 500**.**

For further information check out PSN website <http://www.psn.org.au/pal>