

# Maternity Triage Telephone Number: 01224 558855

Welcome to Aberdeen Maternity Triage Line. Please select one of the following options

If you are less than 24 weeks pregnant please press 1 and you will be connected to the next available member of staff.

The call will be placed in a queue for ext 50565

Rubislaw Ward

If you are 24 or more weeks pregnant or recently had your baby please press 2 and you will be connected to the next available midwife.

The call will be placed in a queue for ext 52080

Triage phone line

The induction of labour line operates daily between 8am and 5pm. Please press 3 to speak to a member of staff to discuss Induction of Labour.

Calls will be transferred to the new number that replaces 53604. The line will be open 8am-5pm 7 days a week. If calling out of hours = "This line is operational from 0800-1700 Monday to Sunday. If calling out of these hours, please hang up and call back when operational".

If calls are not answered within 7 minutes a message will play – We are currently experiencing a large number of calls. Please call back in the next few minutes.

There is space for 6 calls to be in a queue on each line.

If you are a family member calling regarding a patient, please hang up and call the Maternity Hospital reception on 01224 552606.

To repeat these options please press the \* button.

When callers choose option 1 or 2 the calls will be placed on a queue with comfort messages played every 20 seconds.

Initial message – Please hold the line and your call will be connected to the next available member of staff.

20 seconds later – your call is important to us. Please continue to hold.

20 seconds later - your call is very important to us. Please continue to hold.

20 seconds later – we are experiencing a high volume of calls. Please continue to hold.

From 20<sup>th</sup> February the following ext's will be renumbered to new numbers. A message will be played on the old numbers. "The number you have dialled has changed. If you require the Aberdeen Maternity Triage Service, please redial using 01224 558855. If you are a family member calling regarding a patient, please hang up and dial the main Maternity Reception on 01224 552606 and ask for the relevant ward.

Summerfield 54942 changed to 51809

Ashgrove 54937 changed to 51864

Westburn 53604/52067 changed to 51866/51941

Midwives Unit 52777 changed to 51948

Labour Ward 53602/50575 changed to 51959/52006

Rubislaw 52062/58851 changed to 51909/51933