

HNE VIRTUAL KIDS

HNE Virtual Kids is a virtual hospital ward staffed by specialised nurses and doctors. Your child has been admitted to this service because they have an illness that can be monitored at home.

Viral illness is a common cause of respiratory symptoms in adults and children.

Common symptoms include:

- [Headache](#)
- [Fever](#)
- Nasal congestion
- Runny nose
- [Sore throat](#)
- [Cough](#)
- [Abdominal pain](#)
- [Diarrhoea](#)
- [Vomiting](#)

Common viruses include:

- [COVID-19](#)
- [Respiratory Syncytial Virus \(RSV\)](#)
- [Bronchiolitis](#)
- [Colds](#)
- [Influenza](#)
- [Picornavirus](#)
- [Croup](#)

Most children with a viral illness do not need specific medical treatment or admission to hospital.

What to expect while part of HNE Virtual Kids

On the first day your child is admitted to HNE Virtual Kids, you will receive a welcome text. A nurse will call you to confirm your personal details, provide home care information and answer any questions you may have. Please make sure your phone is charged and working every day update us if your details change. Phone calls from the hospital will display as [02 9741 5455](tel:0297415455) – you cannot call this number back.

You can expect to receive a call from HNE Virtual Kids everyday to monitor your child's symptoms and to escalate medical care if required. You are also able to contact our team directly on [0438 141 930](tel:0438141930). We operate from Monday to Sunday, 8am to 4.30pm.

How can I help look after my child?

- Give them plenty of fluids and rest
- Check how many times they are doing wees or poos or having a wet/dirty nappy (write it down)
- Check your child's temperature if they feel hot to touch (write it down; temperatures taken under the arm are most accurate)
- Treat fever with paracetamol and/or ibuprofen if they are uncomfortable
 - Paracetamol (Panadol/Dymadon) can be given every four to six hours – no more than four times in 24 hours. Store paracetamol safely.
 - Ibuprofen (Nurofen, Brufen, Advil, Dimetapp) can be given every eight hours – no more than three times a day. For children greater than 3 months.

Teach your child how to call 000 if they or their family are unsafe. Consider downloading the Emergency+ app to your phone and teaching them to use it. This app gives emergency services your exact location.

What if I'm worried my child is deteriorating (getting worse)?

Signs that your child is unwell include:

- Fast breathing or difficulty breathing
- Lethargy (difficulty waking up)
- Dizziness or fainting
- Not taking fluids, or no urine output, for more than 4 hours than usual
- Severe pain that does not get better with paracetamol/ibuprofen

If you are worried but do not think your child needs an ambulance, please call us on 0438 141 930 between 8am-4.30pm Monday to Sunday.

If your child is very sick call 000 and ask for an ambulance (please tell them if your child has COVID-19 infection).

Where can I find out more information?

HNE Kids Health



Raising Children Network

