BOOKING IN A PATIENT WHO HAS AN EXISITING ENCOUNTER

If a patient has an existing active encounter the system will not allow you to book them into ED until the existing encounter has been discharged.

1) Do a patient search to check to see where the existing encounter is – i.e a ward, ED CRH, ED HRI, Bradford Royal Infirmary (BRI). Use patient search function not the Red book icon to do this.

2) Contact them immediately to ask them to discharge the patient to enable us to book them into ED.

3) If the encounter is with ED HRI or ED CRH speak with the NIC to ask them to discharge, if there is a DTA that needs to be undone all Band 7's and Consultants can do this. Natalie and Tom can also do this.

4) If the encounter is with a ward at CRH or HRI – contact the ward to ask them to discharge ASAP.

5) If the encounter is at Bradford (BRI) –

BRI on a Ward – Contact the ward through **BRI Switch 01274 542200** and ask them to discharge patient ASAP.

BRI ED – Contact direct using one of the following numbers and ask them to discharge ASAP…

01274 366972 or 01274 364832 - BRI ED Sister's Office

01274 383243 - BRI ED Majors

01274 364658 - BRI ED Reception

6) If there is a delay in getting an existing encounter discharged, we need to book the patient in on paper to enable them to be triaged and seen. Fill out a paper downtime pack for the patient ensuring that you complete the CAS Card and the ED Registration form, accurately recording the date and time of arrival. Pass this pack onto the Triage nurse explaining why the patient cannot be put on the system. Escalate to Natalie, Tom or NIC.

7) Once the existing encounter has been discharged, book the patient onto the system using the details from the downtime pack, ensuring that you change the date/time of arrival to that at which they arrived in the department and let the Nurse in Charge know. If any Triage notes and medical notes have been made the downtime pack will need to be sent to Medical Records for scanning in the same way we do for discharge paperwork.