

Communication - Referral to ED

Effective communication between care providers has been identified as a critical element in improving patient safety particularly at transition points such as community physician referrals for emergency follow-up.

*Earlier in the year a group of key stakeholders was brought together to look at options to facilitate safe, timely transfer of information for patients being referred from Family Practitioners to Capital Health emergency departments. The goal is to improve patient care and decrease wait times for patients referred to the Emergency Departments, community **physicians should complete the Referral Form (site for form) and fax to the relevant ED after speaking with the Charge Physician.** The Charge Physician often does not see the patient therefore the faxed note triggers an Expects Notice in EDIS and ensures that the treating physician will receive all appropriate clinical information. The phone call is still important in order to triage and expedite investigations and consults appropriately.*

Proposed Process for ED Referral

- 1) Family Practitioner contacts the appropriate ED by **telephone** and **faxes Referral to the Emergency Department Form.**
- 2) Triage duty personnel enters required information in EDIS screen “Expect and flags that a **Fax** has been received.
- 3) **Faxed Form** is placed in a folder at the Triage workstation
- 4) If and when patient arrives:
 - a. Patient is identified and faxed referral retrieved.
 - b. Expects flag is removed from EDIS.
- 5) **Referral to the Emergency Department Form** is included in the newly created chart
- 6) **Faxed Form** is available with chart for health professional and will be scanned into HPF.
- 7) If patient does not show:
 - a. EDIS is purged after 48 hours as per current practices and **Faxed Form** is destroyed.