



Administrative Policy Manual
Code: AH Patient/Client Relations/Care

## AH0200 - REQUESTS FOR CARE ON HOSPITAL PROPERTY

### 1.0 PURPOSE

To ensure individuals who request or need emergency care while on hospital (see Appendix A for facility list) property and who are unable to transport themselves to the Emergency Department are responded to in an appropriate manner.

To ensure the security and safety of staff members is not jeopardized when responding to requests for emergency care.

### 2.0 DEFINITIONS

TERM	DEFINITION
ED	Emergency Department
POC	Point of Care
PPE	Personal Protective Equipment

### 3.0 POLICY

#### 3.1 Duty to Respond

Interior Health staff (IH) has a duty of care to respond to all requests for emergency care from individuals on hospital property.

#### 3.2 Initial Assessment of the Situation

Every request for emergency care will receive an initial assessment of the situation by IH professional and/or medical staff, using whatever appropriate resources are available (such as the [Point of Care Risk Assessment](#)) to determine an appropriate post-assessment response.

Notes:

- Staff should apply or bring [appropriate PPE](#) equipment to the initial response.
- As it may not always be safe and/or practical to attend in person to conduct an initial assessment, **appropriate resources** to consider include cellular telephone, walkie talkies, Vocera, 3<sup>rd</sup> parties, etc.
- Where it is not practical to have staff respond in person, the appropriate post-assessment response is to call 911 or other appropriate community emergency response.

Policy Sponsor: Vice President, Medicine and Quality	1 of 4
Policy Steward: Network Director, Emergency & Trauma Services	
Date Approved: June 2006	Date(s) Reviewed-r/Revised-R: September 2009 (r); Dec 2013; January 2018 (R); October 2018 (R)

## AH0200 - REQUESTS FOR CARE ON HOSPITAL PROPERTY

### 3.3 Post- Assessment Response

IH staff will exercise their professional judgment to meet their duty of care when determining and implementing an appropriate post-assessment response, taking into consideration the following factors:

- the security and safety of staff/patients
- the initial assessment of the person for whom emergency care is requested
- the availability and ability of other hospital staff to assist
- the availability of appropriate medical and/or other equipment
- the availability of other emergency services such as BC Ambulance Service, RCMP etc.
- the location of the individual on hospital property (proximity to emergency department)

### 4.0 PROCEDURE

See Appendix A.

### 5.0 REFERENCES

1. Workers Compensation Act and WorkSafeBC Occupational Health and Safety Regulation

**Notes:**

IH direct hire employees responding to a request for emergency care on hospital property are covered under the Workers Compensation Act should a work related injury/disease result.

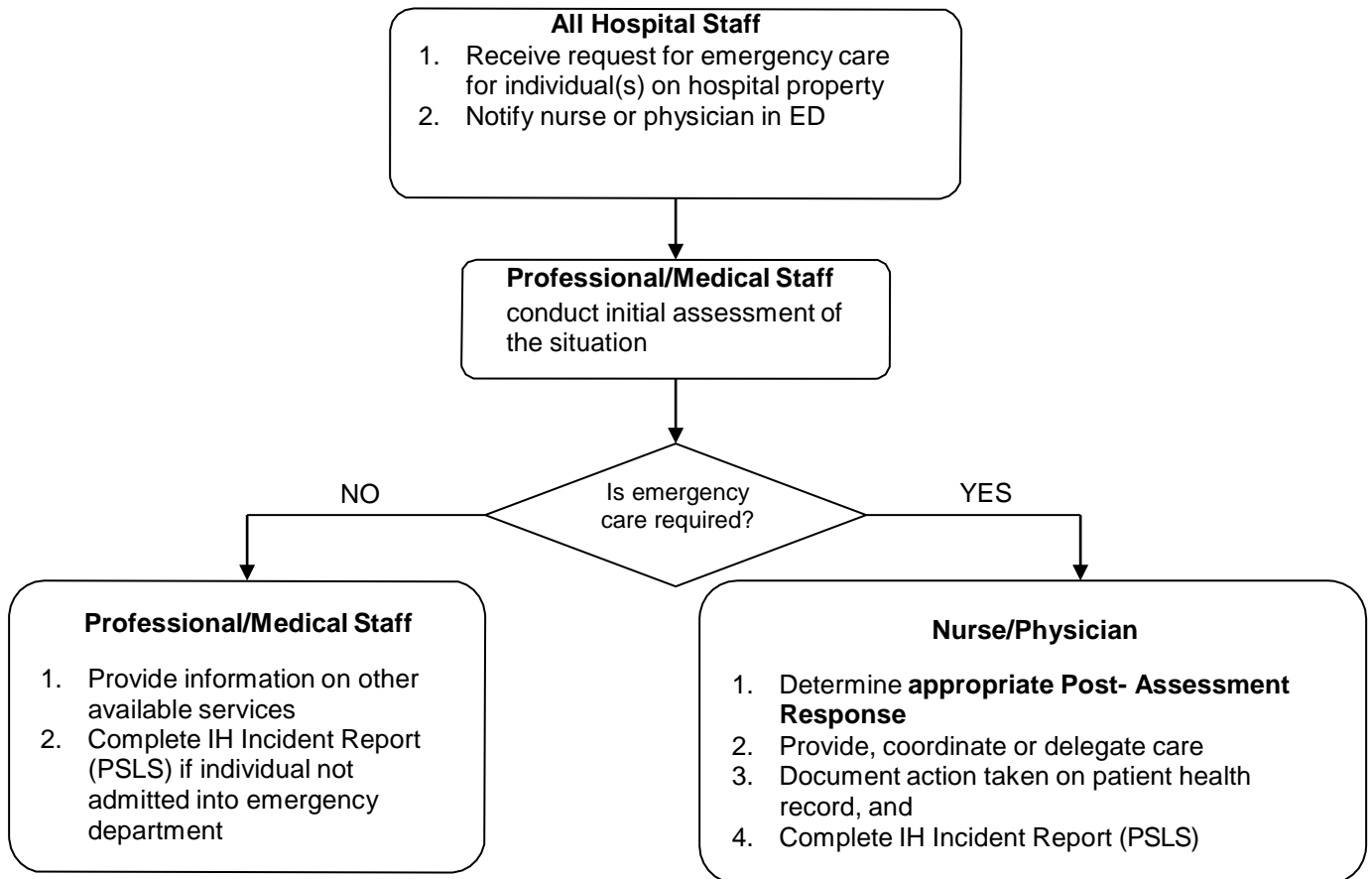
IH workers are also covered for professional liability under the Health Care Protection Program.

2. Kelowna General Hospital - AJ070 Visitor or Patient Injuries Policy

Policy Sponsor: Vice President, Medicine and Quality	2 of 4
Policy Steward: Network Director, Emergency & Trauma Services	
Date Approved: June 2006	Date(s) Reviewed-r/Revised-R: September 2009 (r); Dec 2013; January 2018 (R); October 2018 (R)

## AH0200 - REQUESTS FOR CARE ON HOSPITAL PROPERTY

### APPENDIX A - RESPONDING TO REQUESTS FOR EMERGENCY CARE ON HOSPITAL PROPERTY



#### Factors in determining appropriate Post-Assessment Response

A response in person is the preferred method of response unless the initial assessment of the situation indicates emergency care is not required or it is not practical (see note below) after consideration of the following factors:

- the security and safety of staff/ patients
- the initial assessment of the person for whom emergency care is requested
- the availability and ability of other hospital staff to assist
- the availability of appropriate medical and/or other equipment
- the availability of other emergency services such as BC Ambulance Service, RCMP etc.
- the location of the individual on hospital property (proximity to emergency department)

**Note:** where it is not practical to have staff respond in person, the appropriate post assessment of situation response is to call 911 or other appropriate community emergency response number.

Policy Sponsor: Vice President, Medicine and Quality	3 of 4
Policy Steward: Network Director, Emergency & Trauma Services	
Date Approved: June 2006	Date(s) Reviewed-r/Revised-R: September 2009 (r); Dec 2013; January 2018 (R); October 2018 (R)

## **AH0200 - REQUESTS FOR CARE ON HOSPITAL PROPERTY**

### **APPENDIX B**

#### **FACILITIES PROVIDING EMERGENCY CARE**

##### **Thompson Cariboo Shuswap Health Service Area**

100 Mile District General Hospital  
Alexis Creek Red Cross Outpost  
Ashcroft Hospital and Community Health Centre  
Barriere Health Centre  
Blue River Outpost  
Cariboo Memorial Hospital and Health Centre (Williams Lake)  
Chase Health Centre  
Dr. Helmcken Memorial Hospital and Health Centre (Clearwater)  
Lillooet Hospital and Health Centre  
Nicola Valley Health Centre (Merritt)  
Queen Victoria Hospital and Health Centre (Revelstoke)  
Royal Inland Hospital (Kamloops)  
Shuswap Lake General Hospital (Salmon Arm)  
St. Bartholomew's Health and Healing Centre (Lytton)  
West Chilcotin Health Centre (Tatla Lake)

##### **Okanagan Health Service Area**

Kelowna General Hospital Penticton Regional Hospital Princeton General Hospital  
South Okanagan General Hospital (Oliver)  
South Similkameen Health Centre (Keremeos)  
Vernon Jubilee Hospital

##### **Kootenay Boundary Health Service Area**

Arrow Lakes Hospital (Nakusp)  
Boundary Hospital Community Health Centre (Grand Forks)  
Castlegar and District Community Health Centre  
Kootenay Boundary Regional Hospital (Trail)  
Kootenay Lake Hospital (Nelson)  
Slocan Community Health Centre (New Denver)  
Victorian Community Health Centre of Kaslo

##### **East Kootenay Health Service Area**

Creston Valley Hospital  
East Kootenay Regional Hospital (Cranbrook)  
Elk Valley Hospital (Fernie)  
Elkford Health Centre  
Golden and District General Hospital Invermere and District Hospital  
Sparwood Health Care Centre

Policy Sponsor: Vice President, Medicine and Quality	4 of 4
Policy Steward: Network Director, Emergency & Trauma Services	
Date Approved: June 2006	Date(s) Reviewed-r/Revised-R: September 2009 (r); Dec 2013; January 2018 (R); October 2018 (R)