AH0200 - REQUESTS FOR CARE OUTSIDE OF SITES PROVIDING EMERGENCY CARE

1.0 PURPOSE

To ensure individuals who request emergency care while on hospital 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

3.0 POLICY

3.1 Duty to Respond

Interior Health staff have 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, to determine an appropriate post-assessment response.

Note: as it may not always be safe and/or practical to attend in person to conduct an initial assessment “appropriate resources” to consider include telephone, walkie talkies 3rd parties etc.

3.3 Post Initial Assessment of the Situation 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:

1. whether the security and safety of staff would be jeopardized,
2. the initial assessment of the person for whom emergency care is requested,
3. whether the care and safety of other patients would be jeopardized,
4. the availability and ability of other hospital staff to assist,
5. the availability of appropriate medical and/or other equipment,
6. the availability of other emergency services such as BC Ambulance Service, RCMP etc.
7. 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 response is to call 911 or other appropriate community emergency response number.
4.0 PROCEDURE

See attached flowchart

5.0 REFERENCES

1. Workers Compensation Board Occupational Health and Safety Regulation

   Note: Interior Health staff responding to a request for emergency care on hospital property are advised they are covered under the Workers Compensation Act should a work related injury result.

   Interior Health staff are also covered for professional liability under the Health Care Protection Program.

2. Kelowna General Hospital - AJ070 Visitor or Patient Injuries Policy
RESPONDING TO REQUESTS FOR EMERGENCY CARE OUTSIDE OF HOSPITALS WITH EMERGENCY DEPARTMENTS

All Hospital Staff
1. receive request for emergency care for someone on hospital property,
2. notify nurse or physician in emergency department.

Professional/Medical Staff
conduct initial assessment of the situation

NO
emergency care required?

YES

Professional/Medical Staff
1. provide information on other available services
2. complete IH Incident Report if individual not admitted into emergency department

Nurse/Physician
1. determine “appropriate post initial assessment of situation response”
2. provide, coordinate or delegate care
3. document action taken on patient health record, and
4. complete IH Incident Report if client claims to have been injured on IH property

Factors in determining “Appropriate Post Assessment of Situation 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:

1. whether the security and safety of staff would be jeopardized,
2. the initial assessment of the person for whom emergency care is requested,
3. whether the care and safety of other patients would be jeopardized,
4. the availability and ability of other hospital staff to assist,
5. the availability of appropriate medical and/or other equipment,
6. the availability of other emergency services such as BC Ambulance Service, RCMP etc.
7. 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.
APPENDIX A

SITES 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
Logan Lake 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