



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

AH1050 – EMERGENCY DEPARTMENT PROVISION OF WRITTEN INFORMATION, NOTIFICATION OR INSTRUCTIONS TO PATIENTS AT THE TIME OF DISCHARGE

1.0 PURPOSE

To improve the quality and safety of patient care by adopting a standardized approach to patients discharged from the emergency department (ED) with printed ED patient handouts or written notification/instructions outlining ED treatment and/or required follow up care.

2.0 DEFINITIONS

TERM	DEFINITION
ED patient handouts	Customizable handouts, brochures, or information sheets related to a patient's condition that are provided to the patient at discharge.
Written Notification/instructions	Instructions given to a patient regarding follow up care or the need for reassessment after discharge. This may involve the need to schedule an appointment with a physician, nurse clinic, diagnostic service, or community resource. It may also involve specific advice to return to the emergency department if the condition worsens.

3.0 POLICY

- ED patients or companions should be given a copy of any relevant information handouts as appropriate. (Standardized patient information handouts are available and can be downloaded from the Forms Library on InsideNet or ordered in bulk through Document Services).
- ED patients or companions must be provided with Written Notification for follow up care or need for reassessment if required.
- Follow up Instructions given to the patient must be documented on the patient chart by the nurse or physician who conveys or distributes the information.

4.0 PROCEDURE

Emergency Department Manager

- Provide information and instructions related to accessing online handouts.

Physicians and Nurses

- provide patient with information handouts or written notification/instructions at discharge if required
- document information provided on patient chart

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5.0 REFERENCES

1. Provincial Cochrane Report Task Group. (2005). Selected Provincial Level Recommendations: Final Report Implementation Plan. Provincial Emergency Services Project.
2. [IH ED Patient Handouts](#)
3. [Mosby's Patient Education Handouts](#)

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