

## Procedure for use of Aged Care Home Transfer-to-Hospital Envelope

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### Aged Care Home staff

When a resident is to be transferred to hospital the person in charge of the transfer will:

1. Complete Aged Care Home (ACH) Transfer Form including, as a minimum, the following resident details:
  - Resident details: Name, DOB, religion, language spoken & need for an interpreter
  - Contact details of ACH including telephone number (in- & after-hours) & address
  - Pension number
  - Health insurance status (i.e. Medicare only / DVA / privately insured) & include details
  - Name of usual GP and contact details
  - Name of usual Pharmacist and contact details
  - Next-of-kin &/or Medical Enduring Power of Attorney or equivalent & contact details
  - Next-of-kin notified of transfer
  - Reason for transfer including events leading up to transfer
  - Relevant medical history
  - Any known allergies
  - Pre-morbid / usual condition & functioning: cognition, mobility, continence, behaviours, diet
2. Collect the documentation required for the clinical handover:
  - Completed Transfer Form
  - Letter from GP, Locum or ACH detailing reason for transfer
  - Copies of other required documentation:
    - Advance care directives / End-of-life wishes
    - Most recent Comprehensive Medical Assessment (CMA)
    - Results of recent investigations (blood tests/ x-ray/ other pathology)
    - Current drug chart / list of medications & time of last administration of medications
    - Current observation, blood sugar level & bowel charts (if applicable)

3. Place all of the documentation listed in points 1 and 2 in the Envelope
4. Complete the front and the checklist on the back of the Envelope
5. Give verbal handover and the Envelope to Ambulance Officers
6. Telephone the emergency department (care coordinators / triage nurse / doctor) to inform of the transfer

### **Ambulance Officers**

As the Ambulance Officers take over responsibility for care of the resident, they will:

1. Receive the verbal handover and the Envelope from the ACH
2. Access the information in the Envelope as needed and ensure the information is replaced in the Envelope
3. On arrival at the hospital, give a verbal handover and the Envelope to the ED staff

### **Supporting processes for Director of Nursing (DON)/ Manager in ACHs**

1. Explain the purpose and importance of clinical handover and the Envelope to all relevant staff
2. Make sure there is an adequate supply of the Envelopes
3. Make sure the Envelopes are easily accessible and staff know where they are located
4. Make sure all relevant staff know how to use the Envelope
5. Ensure that there is access to photocopying facilities at all times

### **Supporting processes for Ambulance Services**

1. Explain the purpose and importance of clinical handover and the Envelope, used by ACHs, to all relevant staff

### **Supporting processes for hospital emergency departments**

1. Explain the purpose and importance of clinical handover and the Envelope, used by ACHs, to all relevant staff
2. The Envelope and clinical handover information is to remain with the patient record in ED so it can be accessed by all health professionals attending the patient
3. The clinical handover information and the Envelope are managed as per normal hospital information management procedures.