

Procedure

Follow Up For Patients Discharged From The Emergency Department With Abnormal Diagnostic Results	
Applicable to: Whanganui District Health Board	Authorised by: Chief Medical Officer
	Contact person: Clinical Director ED

1. Purpose

This procedure sets out the process to be followed when patients have been discharged from the Emergency Department (ED) and abnormal diagnostic results are known after the patients' discharge. The steps taken by staff to inform and advise the patient will be proportionate to the severity of the abnormality and the consequences if not treated.

2. Scope

This procedure applies to all medical staff working in ED.

3. Prerequisites

Clinical Portal training and ED Orientation Manual for Medical staff.

4. Roles, responsibilities and criteria

Roles	Responsibilities	Criteria
Chief medical officer	Oversight and review of this procedure	Adverse events due to abnormal results in discharged patient will be documented and reported to ED staff
Clinical Director ED	Ensuring all new medical officers have a planned orientation which includes knowledge of this procedure	Comprehensive records are kept
Medical staff working in ED	Compliance with this procedure	Non-compliance is monitored through incident reporting
Centre for patient safety, quality and innovation	Oversight of incident and adverse event reporting	Reports are produced on request and as directed by the executive leadership team

5. Procedure

Once the abnormality is viewed the patient is to be contacted and advised to see their GP or return to ED for review. If the patient cannot be contacted and if there is no response to voice message the patient's next of kin is to be contacted and advised of the course of action the patient is to take. NOTE: The urgency of the course of action is to be clearly explained.

If the patient is to return to ED and cannot be contacted then the Haumoana Service or the Community Service is to be utilised to visit the patient's address and relay the message.

If the above measures fail then the Police are to be contacted to assist with locating the patient and returning them to ED.

All measures taken to contact the patient to be documented in Clinical Portal listing the time and date and the measures taken by whom plus the full name and status of the scribe.

8. Measurement criteria

Compliance with this procedure will be measured by exception reporting. The details of patient's who do not return to ED when advised to do so will be entered WDHB's incident reporting system.

9. Key words

Abnormal, diagnostic results