

June 15th, 2018

File: 195-20
Cliff: 1053070

To: All Vancouver Coastal & Fraser Operations Staff

RE: BCEHS and VGH Transfer to Waiting Room – Vancouver General Hospital Process

Process Overview

- Patients will enter through main ED entrance
- Paramedic 1 will line up to speak to triage nurse at Check-in
- Paramedic 2 will take patient to waiting room
- If meeting **MINOR** criteria, Paramedic 1 will slide the pink and yellow copies of the EHS form, or printed EPCR to the check-in nurse and state “EHS Drop Off Patient”. The ambulance crew is then free to leave.
- If meeting **MODERATE** criteria, Paramedic 1 will slide the pink and yellow copies or printed EPCR to the check-in nurse and discuss the patient complaint and presentation. If both Paramedic 1 and Triage Nurse consider appropriate for patient to be transferred to the waiting room, the ambulance crew is then free to leave.

MINOR CRITERIA

BCEHS may offload patients to the waiting room **PRIOR** to triage process only if the patient meets **all** of the following criteria:

1. Minor illness and injuries only
2. 17 years of age and over and less than 70 years of age
3. No active mental health concerns
4. GCS 15
5. Able to ambulate safely and independently
6. Vital signs within normal limits
7. Speaks and comprehends English fluently

MODERATE CRITERIA

BCEHS may offload patients to the waiting room **AFTER** triage process when meeting the following criteria:

1. 17 years of age and over
2. Stable vital signs (2 sets)
3. Able to sit in a chair
4. Agreement between Triage Nurse and Paramedic

If disagreement occurs between Triage Nurse and Paramedic:

- Maintain respectful communication
- Paramedic to inform local Paramedic Supervisor
- Triage Nurse to inform Charge or Head Nurse
- Patient to remain in care of BCEHS paramedic and stretcher