

Crosstown Clinic: Communication with Acute Care

Site Applicability

SPH

Crosstown Clinic

Practice Level

Basic Skill: RN/RPN, SW

Need to Know

- Crosstown clients are on high-dose opioids for the treatment of opioid use disorder. High-Dose Opioids are a high alert medication therefore communication between the clinic and the hospital is imperative for client safety
- Clients from Crosstown can arrive at hospital by being:
 - Sent from clinic
 - Sent from their housing
 - Self-referral

Procedure

A. When client sent to hospital from Crosstown:

1. Case Manager (CM) /Most responsible nurse (MRN) to call the SPH ED Addiction Assessment Nurse (604-657-8414) to make them aware of the client being sent to Emergency Department (ED).
2. The CM/MRN needs to call the ED Clinical Nurse Leader (CNL) (604-682-2344 ext 68686) after client has been sent to the hospital in order to provide the CNL with information about the client.

B. When client is admitted to hospital:

1. Alert for High Dose Opioid treatment client will appear and print out with initial chart pack.
2. SPH SW to communicate with appropriate Crosstown team members with regards to care plan if necessary.
3. Crosstown Clinic Coordinator (CC) calls SPH CNL to request notice of discharge and rationale. Crosstown CC to call SPH CNL 2 to 4 days prior to estimated date of discharge to ensure iOAT treatment doses are organized for client's return available.

C. When client is being discharged from hospital:

1. Unit CN or Most Responsible Nurse (MRN) notifies Crosstown MRN (604-999-7684) of pending discharge
2. Crosstown MRN requests that the Unit send MAR and consults/notes from the past 3 days to clinic on day of discharge. Request Addiction Consult Service consultation report from the admission if one was completed.
3. Unit sends any prescriptions and changes to Medication Reconciliation Orders to Lower Mainland pharmacy at Crosstown Clinic (fax: 604-689-3996)

D. When client leaves hospital and arrives at the clinic:

1. Crosstown MRN to call the unit at the hospital to determine if client needs to return to hospital or if the client will be discharged from hospital.
2. Crosstown MRN to assess client for opiate withdrawal and take a set of vital signs.
3. **If client to be discharged:** Crosstown MRN requests SPH MRN or CNL to fax MAR x 2 days, addiction consult and progress notes to clinic (604-689-3996). Crosstown MRN asks SPH MRN or CNL for information about last opioid dose time and amount. Crosstown MRN calls the Crosstown MD on call for telephone orders to provide client iOAT.
4. CM/MRN to call SPH CN/CNL/MRN for follow up care needs (Medications/Labs/Tests).
5. **If client needs to return to hospital,** no dose is dispensed and client is encouraged to return to hospital as soon as possible (possible escort/taxi voucher).
6. Crosstown MRN to talk with SPH CN/CNL/MRN regarding client's care and return to hospital.

Documentation

- Crosstown clinic MRN/CC/SW to document in EMR each time there has been communication with acute care.
- Crosstown clinic MRN to document in EMR when client returns from the hospital, the amount and time of most recent opiate dose received in hospital, communication with Crosstown MD on call and a general assessment. After the dose, document any dose intolerances in the EMR.
- Crosstown clinic MRN to document iOAT dose instructions from MD on call in Opiate Assisted Treatment (OAT) database

Patient and Family Education

- Clients will be informed on how the Addiction Medicine Consult Team is consulted so they are prepared to ask and wait for the consult.
- Clients will be informed to call their Crosstown Social Worker or the Charge Nurse to assist with advocating for care needs
- Clients will be informed that the hospital care team will coordinate discharge care with the team at Crosstown clinic

Related Documents

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1. [Philosophy of care for Patients and Residents with Substances use](#)
2. [Patient Initiated Discharge Policy](#)
3. [High Dose Hydromorphone for Opioid Use Disorder](#)

Persons/Groups Consulted:

Nursing Staff, Crosstown Clinic

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