

Standard Operating Procedure (SOP

## MANAGEMENT OF PATIENTS WHO SELF-REFER OUT OF HOURS

**SETTING** Paediatric Cardiac Services, Bristol Royal Hospital for Children

**FOR STAFF** Healthcare professionals who are in contact with patients out of hours

**PATIENTS** Paediatrics

## **Standard Operating Procedure (SOP)**

Patients or their families might phone the cardiac ward (Dolphin Ward) out of hours asking for advice. Details should be recorded, including name, date of birth, who phoned and the contacted person. They should be advised:

- To go to the nearest Emergency medical department if the patient is acutely/severely unwell
- To give information about the health related problem if it is not an emergency. The staff member should contact the cardiac registrar on call, to ask for advice on how to proceed

Patients or their families might arrive at their local emergency medical department who may then contact the Children's hospital for advice

- The on call cardiac registrar should be contacted for advice, giving name and date of birth
  of the patient. The local number of the emergency department and the local doctor should
  be recorded.
- Information about the patient should be obtained from Heartsuite or Evolve
- The registrar should contact the local department and give appropriate advice. If unsure, then the consultant on call should be contacted.

Patients or their families might arrive at Bristol Royal Hospital for Children emergency medical department who may then contact cardiology registrar for advice

 The cardiology registrar should attend to the emergency medical department as soon as possible

All discussions, assessments and advice given should be recorded in Heartsuite, preferably under the notes section as a permanent record.

The Cardiology Consultant of the patient should be notified of the event by email within 24 hours

AUTHORISING BODY	Paediatric Cardiac Governance Group
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