

Closing a call when a patient leaves the PCC after seeing a Healthcare Support Worker, without seeing a Dr or ANP

On occasions patients will leave the Primary Care centres after seeing the HCSW, but without seeing a Doctor or Advanced Nurse Practitioner. If the pt advises the Receptionist that they are leaving, or the pt is no longer in the waiting room when the Clinician calls them. This information needs to be documented and the call closed off accordingly.

Step one.

Patient Details | Event List | Previous Encounters | Previous Consultation / T\Centre Nurse | **Current Consultation**

Clinician Name: Wilson, Fay (GP) | Consultation start: 23- Jul -14 13:08:59 | Consultation finish: 23- Jul -14 13:10:06

History: test

Examination:

Diagnosis:

Treatment: Pt has left the centre

Record "Pt has left the centre"

Abdomen | Groin | Head/Neck | Heart | Limbs | Lungs | Skin | Tests | Assessment | Asthma | Post C.C | Lifestyle

Code | Description

<< Coding | Remove | Search

Prescribed Drugs

Finish | Forward | Lock | Prescribe | Nurse Presc.

Step 2.

Add clinical code

Search | Filtered | **Full list**

Clinical Codes

- Head and neck
- Lungs
- Heart
- Abdomen
- Groin
- Limbs
- Skin
- Other

Select the appropriate read code

Add code | Close

Step 3.

Finish | Forward | Lock | Prescribe | Nurse Presc.

Click on Finish

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Step 4.

Informational outcomes: scroll down and tick the box Patient has left the centre

Informational Outcomes

- Advised To Register With A GP
- Other
- SH SPA - Referral To Pharmacy
- SH SPA - Referred To Brook
- SH SPA - Referred To GU
- SH SPA - Referred To Brush
- SH SPA - Referred Other Agency
- SH SPA - No Referral
- Refer To Provider Arm
- Refer To Acute
- Refer To Community Service
- 2 Week Wait Cancer
- AVS Admission Avoided
- Referred to ED
- Patient has left the centre

Usage

The Patient has left the centre before seeing the clinician

Additional Comments

did not want to wait

Document the reason why they are no longer in the centre if known

Next > Cancel

Step 5.

Click next and select the appropriate priority

The call has now been completed.