

# STB 48 SPECIAL PATIENT NOTES

NAME:	(PLEASE PRINT CLEARLY)
DATE OF BRIEFING:	
BRIEFED BY:	

## **STB 48: Special Patient Notes**

The purpose of this Service-Training Brief is to assist us in the service we provide to our customers.

The Training Team/Co-ordinator is responsible for delivering this brief to staff. Please sign the front page of the brief, this will then be kept in your training file and the information recorded on Badger systems. The brief content pages may be kept for reference as required.

The information contained in this brief supersedes all previous communications, manuals or procedures.

STB 48 – Special Patient Notes	Signed
I have received a face to face briefing	
I fully understand the briefing and will implement this training.	
I have discussed any queries.	

## **VERSION CONTROL**

DATE	CHANGE	CHANGED BY
05.02.13	Original Version	Training Dept
08.10.15	Call Centre Manager changed to Training Department	CY
14.12.15	Training dept changed to Training Manager	CY
24.07.18	Reviewed	SBi

Training February 13 V1.3 STB-048 Training Dept February 13 July 21 Page 1	Author or Department	Issue Date	Version	Document Ref	Approved By	Approval Date	Next Review	Daga 1
	Training	February 13	V1.3	STB-048			July 21	Page 1

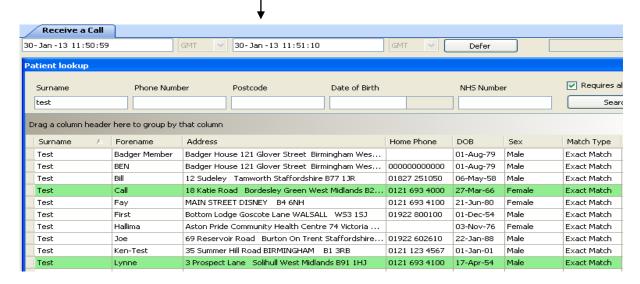
#### INTRODUCTION

During office hours we receive special patient notes by fax, these are entered onto the Adastra system by the Receptionist. When the surgeries are closed the Team Leader/Team Leader Assistant will enter the notes onto the Adastra system. It is important that the fax machine and tray is checked on a regular basis to ensure all notes are entered onto the system swiftly.

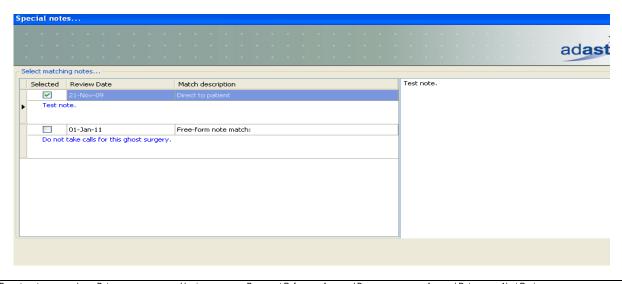
All the faxes that are received are filed and reviewed on a yearly basis to ensure patient details are up to date. Surgeries that have the Adastra web access are able to enter patient special notes directly onto the system.

## CASES WITH SPECIAL NOTES ATTACHED

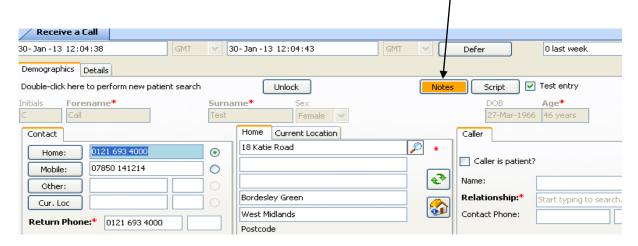
When searching for a patient – any highlighted in green will have some form of special notes attached.



When a patient's record is selected the note will be displayed (as below) tick the box and select ok. If it is a free form note and not relevant to this particular patient (it could just be linked to the address, for example) then click cancel.



When the case is on the system the 'Notes' button will be highlighted in orange. The notes can be accessed by clicking on this button.



## TYPES OF NOTES

Notes can be specific patient notes and therefore will be fixed to the patient record or they may be set up as free form notes attached to specific identifiable demographic details e.g. telephone number or address.

## READING SPECIAL NOTES

You **must** pay attention to any special notes that are attached to a patient that you are selecting and take the time to read the details. Information contained in these notes may be relevant to how you deal with this call e.g. 'patient does not wish to go into hospital' in the event of a terminally ill patient. In this instance advising 999 or A&E would not be appropriate.

Special patient notes are there to assist everyone in ensuring the patient gets the appropriate advice/care that is needed. If you are ever unsure on how to proceed with a case that has special notes attached you should seek advice from your Team Leader/Team Leader Assistant.