



# STB 62 A&E Diversions Refresher

**NAME:** \_\_\_\_\_ (PLEASE PRINT CLEARLY)

**DATE OF BRIEFING:** \_\_\_\_\_

**BRIEFED BY:** \_\_\_\_\_

## STB 62: A&E Diversions Refresher

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.

<b>STB 62 – A&amp;E Diversions Refresher</b>	<b>Signed</b>
I have received a face to face briefing	
I fully understand the briefing and will implement this training.	
I have discussed any queries.	

<b>STB</b>	<b>Date</b>
Added to Rotamaster	

### VERSION CONTROL

<b>DATE</b>	<b>CHANGE</b>	<b>CHANGED BY</b>
24/01/14	Original Version	CY
06/10/15	Reference to Stafford and Walsall removed	CY
18/07/18	Reviewed	SBi

**A&E Diversions: Applicable to Heartlands, Good Hope, Solihull,**

When a Patient arrives at the Primary Care Centre, you must ensure they meet the referral criteria. This information is documented in procedure CL23

It is vitally important when a referral is made from A&E that we capture all of the patient demographic details as well as the patients recorded hospital PID number, this information is imperative not only to keep an accurate paper trail for the patients clinical record but also ensures accurate invoicing to the local CCG.

**Booking a Call on to the Aadastra System**

Enter the patient demographic details from the Hospital referral form, confirming the details with the patient if the information is not clear or certain information is missing. **If we do not cover the GP/Surgery enter A & E Diversion in the Dr field.**

In the call origin / relationship to caller field enter the information as explained below:

In the name field enter the name of the Hospital making the referral and the patients P.I.D number.

- The relationship field should be filled in as one of the following depending on your location:
- \*A&E Heartlands Referral
  - \*A&E Good Hope Referral
  - \*A&E Solihull Referral
  - \*A&E Walsall Referral
  - \*A&E Stafford Referral

Ensure you obtain a contact number for the A&E department; they may need to be contacted.

*A&E Heartlands Referral	*A&E Solihull Referral
*A&E Good Hope Referral	

Now you can move onto the details tab and enter the patients reported condition and click on **Store Call TC**. Select case type [**OOH A&E Diversion**] and case priority as appropriate. You can now book the patient into your Treatment Centre diary to be seen by a BADGER clinician.

Click on **next** – You will now be presented with the booking arrival time screen:

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Enter the patient arrival time

Patient arrival time: 24-Jan-14 11:45:41 GMT

Next > Cancel



Once the Patients arrival screen has been entered click on next. The case will now be stored on the database and a case number will be presented. This number should be recorded on the A&E paperwork.

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Case stored

Case details stored to database

Case #: 10853

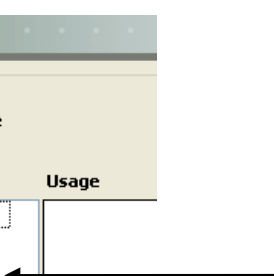
OK



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Modify Case Type

Case Type	Usage
D	OOH A&E Diversion
T	T\Centre Nurse
T	T\Centre Doctor



You can now book your patient into the T/Centre diary.