

Title	PATIENTS WHO CANNOT BE CONTACTED BY TELEPHONE			Number	S01
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Other Ref:	https://www.thephonebook.bt.com/person/ , WMAS, Local Hospital A&E Departments, STB-8				
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Version Control

(Only last 3 versions, earlier versions can be found in the appropriate Archive directory for the document)

DATE	CHANGE	CHANGED BY
10.05.16	Reviewed, no change.	SB
27.03.19	Reviewed, updated for Mitel Call Recorder	SB
01.04.22	Reviewed, updated BT website to https://www.thephonebook.bt.com/person/	SB/SBr

Introduction

The following procedure should be used by Team Leaders and Overnight Controllers for dealing with patients that Clinicians cannot contact by telephone. This includes tracing patients following the reporting of laboratory results.

End / Start of Shift Handover

The outgoing Team Leader should advise the incoming Team Leader of any calls which have been outstanding for longer than an hour because of inability to contact. The incoming Team Leader should check with clinicians that action is being taken. The Team Leader may require an individual doctor to make a clinical decision.

Locating patients

Team Leaders should initially ask the Laboratory Technician if the patient is an inpatient in the hospital before continuing with the procedure.

If requested by a clinician, the Team Leader should attempt to verify a phone number via the Adastra database, <https://www.thephonebook.bt.com/person/> or to locate a patient by phoning WMAS and local A&E departments to check whether the patient has attended elsewhere.

Team Leader can also access incoming calls recorded on the Mitel Call Recorder. See STB-8.

Calls outstanding for more than four hours

Team Leaders should take steps to ensure that a decision on action to be taken is made within four hours of a call being received. This may include requiring an individual doctor to make a clinical decision.

Further advice

For further advice please contact the duty medical director.