

Title	<b>RECORDING RECOGNITION OF A LIFE THREATENING CONDITION/999 BUTTON</b>			Number	<b>R11</b>
Effective From:	18.10.10	Duration:	No end date	Review:	30/04/2025
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Other Ref:					
Contacts:					

## Version Control

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

<b>DATE</b>	<b>CHANGE</b>	<b>CHANGED BY</b>
01.02.19	Reviewed, no changes	SB
01.04.22	Reviewed, no changes	SB/SBr
03.05.22	Reviewed with screenshots updated	SB/AMcD/DF

## Introduction

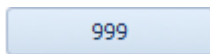
The National Quality Requirements (NQR) in the Delivery of Out-of-Hours Services states in National Quality Requirement 9 - Telephone Clinical Assessment.

Identification of immediate life threatening conditions:

Providers must have a robust system for identifying all immediate life-threatening conditions and, once identified, those calls must be passed to the ambulance service within 3 minutes.

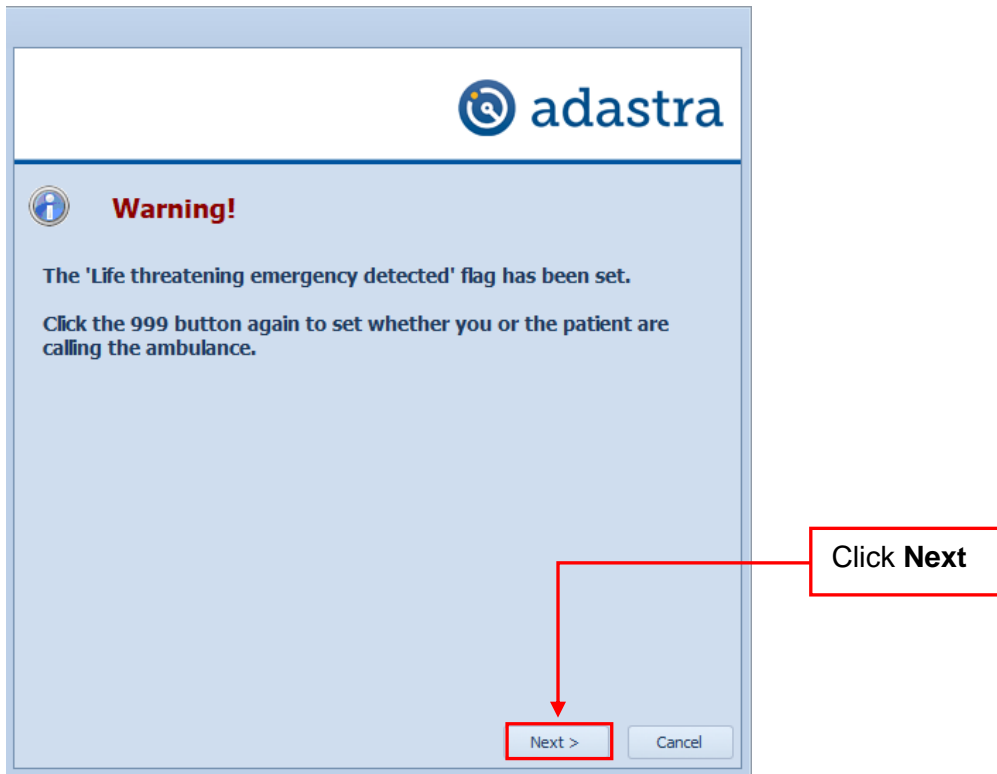
If at any point in the case entry process, you have identified that the patient has a life threatening condition and should be referred to the emergency services this should be recorded in order for Badger to comply with the National Quality Requirement as stated above.

## Using the 999 Button

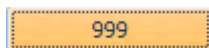


- **The 999 process consists of 3 clicks**

**Click 1.** The first click records that the user has recognised that there is a Life Threatening Emergency. This is the first time stamp on the case for NQR 9 reporting.



The 999 button will be highlighted in orange.



**Click 2.** Once you have passed the call to the emergency services or have advised the caller to contact the emergency services click the 999 button for the second time.

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**Warning!**

On the next screen please select whether you have called an ambulance for the patient, or instructed them to phone for an ambulance.

Next > Cancel

Click [Next] on the warning screen and the Informational Outcome screen will be displayed with 2 emergency pass options available

Informational Outcomes

- Ambulance called
- Patient to call for ambulance
- Patient refused ambulance

Usage

Patient advised to call an ambulance

Additional Comments

Pt confirmed that they will dial 999 |

Next > Cancel

Select one of the options by clicking in the box next to it.

If the patient has agreed to call the ambulance, select “Pt confirmed that they will dial 999”

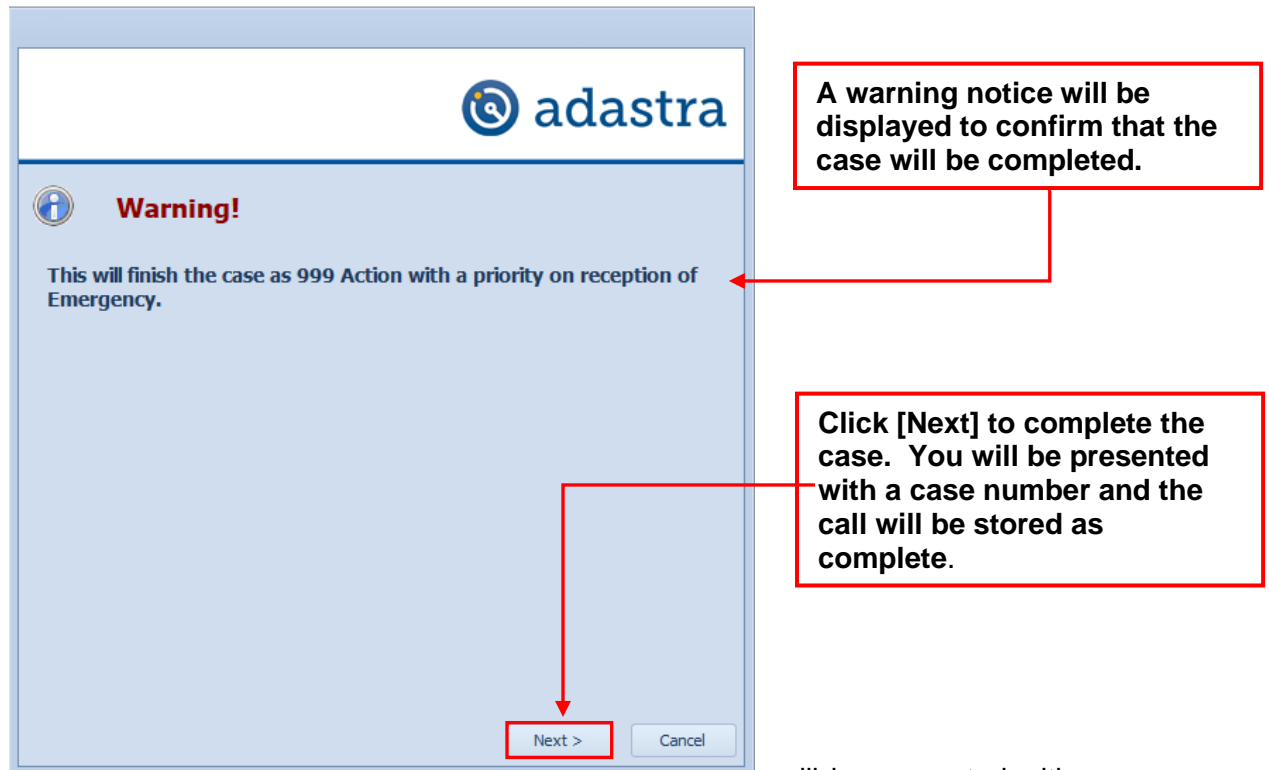
Add any additional comments in the section at the bottom of the box using free text.

A warning notice will be displayed to advise the call handler of how to complete the case once all details have been recorded.



Once you click [Next] you will be returned to the case entry screen.

**Click 3.** Once all case details have been recorded, click the 999 button for the 3<sup>rd</sup> time to complete the case with the appropriate case type and an emergency priority on reception.



You will be presented with a case number and the call will be stored as complete. Write down the call number and pass onto the Team Leader/Assistant. The call is now complete with the case type set as 999 Action, and the priority has automatically been set to Emergency.

## Event List

The Event List will record each time the 999 button is clicked. The first click records the time that the life threatening condition was identified. Using this information Badger is able to determine whether we comply with the National Quality Requirement.

The screenshot shows the 'Event List' tab in a software interface. It features a table with columns for Start Date, Finish Date, Entry Date, User, and Event description. The table contains several rows of event data. Three red boxes labeled 'Click 1', 'Click 2', and 'Click 3' are positioned below the table. Red arrows point from these boxes to specific rows in the table: 'Click 1' points to the first row, 'Click 2' points to the second row, and 'Click 3' points to the third row. The third and fourth rows of the table are crossed out with a red line.

Start Date	Finish Date	Entry Date	User	Event description
08-Apr-22 14:54:...	08-Apr-22 15:24:15	08-Apr-22 14:54:34	MACDONAA	Case initially received
08-Apr-22 14:...	08-Apr-22 14:55:47	08-Apr-22 14:55:47	MACDONAA	External Note Lookup Performed
<del>08-Apr-22 14:...</del>	<del>08-Apr-22 14:57:13</del>	<del>08-Apr-22 14:57:13</del>	<del>MACDONAA</del>	<del>Informational outcome added - Life threatening emergency detected</del>
<del>08-Apr-22 15:...</del>	<del>08-Apr-22 15:13:21</del>	<del>08-Apr-22 15:13:21</del>	<del>MACDONAA</del>	<del>Informational outcome added - Patient to call for ambulance</del>
08-Apr-22 15:...	08-Apr-22 15:24:16	08-Apr-22 15:24:16	MACDONAA	Case type set to 999 Ambulance
08-Apr-22 15:...	08-Apr-22 15:24:16	08-Apr-22 15:24:16	MACDONAA	Priority On reception set to Emergency
08-Apr-22 15:...	08-Apr-22 15:24:16	08-Apr-22 15:24:16	MACDONAA	Case status set to COMPLETE

## Patient Audit

The call handler will pass the call number to the Team Leader/Assistant Team Leader and explain that it is for a patient/patient representative who has been asked to call 999. To ensure patient safety the Team Leader will wait five minutes and then phone the patient to check they have called for the ambulance. If there is no reply when calling the patient back you must call ambulance control to check if the ambulance has been arranged and if the patient has already been taken to hospital. If ambulance control confirm the patient has requested an ambulance ask for the reference number for our records. The numbers for Ambulance control can be found on Adastra in Agency Information.