

Title	TELEPHONE CONSULTING AND ADASTRA - QUICK TIPS			Number	CL18
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Version Control

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

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21.03.16	Reviewed, no change	SM
04.06.19	Reviewed, minor amendments	FW
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Introduction

On arrival;

Make sure you're comfortable, can see and hear properly and are not hungry, thirsty, tired, in pain or needing the toilet.

Make sure you have what you need e.g. paper, pen, water, pharmacy list etc

Plug in headset

Log in Adastra

Go to "calls at this location"

Useful Phrases

"I'm Dr X from the Badger centre, returning a call (passed on by NHS 111) about John Smith"

"The information I have is that you are thirty-two years old and that you've got a sore throat. Is that correct?"

"Tell me what's happening?"

"What's the main thing you're worried about?"

"How long have you been ill?"

"Are you worried (about him / her)?"

"How are you hoping we can help tonight / today?"

"Would you like (him / her) to see a doctor tonight / today?"

“We usually only visit people who are housebound, terminally ill or where it would be dangerous to move them or cause undue suffering.”

For routine home visits:

“The visiting doctor should be with you in the next 6 hours (that is the national standard) – we will ring if there is a delay” For urgent home visits:

“The visiting doctor should be with you in the next 2 hours – we will ring if there is a delay”

“Do you understand this advice? Are you happy you know what to do?”

Adastra – Quick Tips

- When in Case Streaming you don't need to phone the patient – this is done from the advice screen only.
- When logging on please ensure you have logged onto the correct location e.g. Glover Street / Aston Bourne Road etc.
- Always enter the diagnosis in the 'Diagnosis' box and not in the 'History' box.
- If you think you have done something wrong – DON'T PANIC – seek help from the Supervisor.
- Only use your own User ID – see the Supervisor if you haven't got one.
- Always log off at the end of your shift.
- Regularly check and call back any patients with a failed telephone contact. (See separate guidance on un-contactable patients)
- Always record prescription details onto Aداstra even when you handwrite them.
- Any clinician can access a locked call – first open it as normal.
- If you can't find the required drug for prescribing in the 'full list' please handwrite the prescription and record full details in the 'Treatment' box on Aداstra.