

# SESLHD PROCEDURE COVER SHEET



**Health**  
South Eastern Sydney  
Local Health District

<b>NAME OF DOCUMENT</b>	Norfolk Island Health and Residential Aged Care Service (NIHRACS) and South Eastern Sydney Local Health District <b>Complex Patient Transfer</b> Pathway
<b>TYPE OF DOCUMENT</b>	Procedure
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<b>AUTHOR</b>	Jocelyn Hickson, Manager Norfolk Island Support Team
<b>POSITION RESPONSIBLE FOR THE DOCUMENT</b>	Manager, Norfolk Island Support Team
<b>KEY TERMS</b>	<p>Complex patient transfer refers to, but not limited to; dual admission, complexity about diagnosis and/or admission, difficulty or barriers with gaining admission to an appropriate bed/facility.</p> <p>Complex care needs encompass characteristics related to the patient, the organization, the practitioner, and the patient-practitioner interaction.</p> <p>Urgent specialist care (&lt;24hrs) – indicates where patients require specialist intervention to prevent or manage further deterioration within a short time frame (immediate to within 24 hours).</p>
<b>SUMMARY</b>	A guide for NIHRACS and SESLHD referral and escalation pathways for seeking complex admission within a SESLHD facility.

## **COMPLIANCE WITH THIS DOCUMENT IS MANDATORY**

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# SESLHD PROCEDURE

Norfolk Island Health and Residential Aged Care Service  
(NIHRACS) and South Eastern Sydney Local Health  
District Complex Patient Transfer Pathway

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## 1. PROCEDURE STATEMENT

The procedure will provide a process defining clinical referral pathways ensuring safe and timely access and transfer to specialist care.

## 2. BACKGROUND

### Who it applies to

The procedure applies to all SESLHD and NIHRACS staff involved with Norfolk Island residents (or Norfolk Island visitors) classified as a **complex patient transfer**.

### Why the procedure is necessary

To provide a process defining clinical referral pathways ensuring safe and timely access and transfer to specialist care.

### When to use it

When considering a NIHRACS patient for complex clinical advice, transfer of care or specialty inpatient admission within SESLHD.

### Key Terms

Complex patient transfer refers to, but not limited to; dual admission, complexity about diagnosis and/or admission, difficulty or barriers with gaining admission to an appropriate bed/facility.

Complex care needs encompass characteristics related to the patient, the organisation, the practitioner, and the patient-practitioner interaction.

Urgent specialist care (<24hrs) – indicates where patients require specialist intervention to prevent or manage further deterioration within a short time frame (immediate to within 24 hours).

## 3. RESPONSIBILITIES

Responsible staff include all Medical Officers, Nurses, Patient Flow Coordinators, Clinical Nurse Consultants, Nurse Practitioners, Organisational Performance Support Manager, Executive Director Operations, Senior Executives as well as other clinicians involved in the advice and support of NIHRACS referrals.

Responsibilities are as follows:

**NIHRACS Emergency Department Medical Officer** is responsible for consulting regarding admission with appropriate consultant at SESLHD

**NIHRACS Manager** is responsible for arranging the patient transfer, including where clinical and/or security escort and/or Medevac as required

**NIHRACS Manager** is responsible for liaising with Facility Patient Flow Managers

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**Facility Patient Flow Manager** is responsible for assisting with communication

**Appropriate clinical expertise (ED, Mental Health etc.)** is responsible for assisting with transfer of care and specialist inpatient admission

Where there are delays or issues relating to the acceptance of and admission the SESLHD Organisational Performance Support Manager (OPSM) should be contacted and is responsible for escalating within the Local Health District as per NSW Health policy directive PD2011\_031 [Inter-facility Transfer Process for Adults Requiring Specialist Care](#).

To ensure timely and safe coordination of inter-facility transfers for patients requiring access to specialist care unresolved issues are to be managed at the Executive Director Operations or SESLHD Executive on-call level.

#### 4. PROCEDURE

Following normal protocol, in the event of a complex transfer that cannot be resolved, the below procedure for referral and escalation is to be followed:

##### **Within Business Hours:**

1. The referring team contacts the appropriate facility as per NIHRACS MEDIVAC Referral form (appendix A).
2. After clinical discussion, the decision to refer the patient to a SESLHD facility is made in consultation with the appropriate SESLHD facility, Patient Flow Manager and admitting Medical Officer.
3. Should the matter regarding admission/acceptance remain unresolved between the above team, the NIHRACS Manager is to contact the OPSM **(00 61 434 568 064)**.
4. If the OPSM cannot resolve within an appropriate timeframe (so there is no impact on patient care), an **executive teleconference** is called.
5. The OPSM is required to urgently host the call and invite the **respective parties**, the relevant Directorate/facility and, the **Executive Director, Operations** to discuss and resolve immediately.

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6. The SESLHD Norfolk Island teleconference line for this call is:

Phone: +61 2 8017 5839  
Guest Code: 319 219 8098  
Host Code: 191 736 8724

(Organisational Performance Support Manager to activate (host) the line)

7. The final decision is made by the Executive Director, Operations in consultation with the relevant Managers. This decision is to be communicated back to the NIHRACS Manager (0011 6723 22091 or 0011 6723 23510).

### **Outside Business Hours:**

In the event of a complex transfer that cannot be resolved following standard process, the below procedure for referral and escalation is to be followed:

1. The referring team contacts the appropriate facility as per NIHRACS MEDIVAC Referral form (appendix A).
2. After clinical discussion, the decision to refer the patient to a SESLHD facility is made in consultation with the appropriate SESLHD facility, Patient Flow Manager and admitting Medical Officer.
3. Should the matter regarding admission/acceptance remain unresolved between the above team, the NIHRACS Manager is to contact the SESLHD Executive on-call (0061 2 9540 8866) for escalation. The final decision is made by the SESLHD Executive on-call. This is communicated from SESLHD Executive on-call to the NIHRACS Manager.

Once a decision had been made, **standard process is to be followed including:**

- NIHRACS to contact accepting facility Patient Flow Manager and confirm patient retrieval site and Admitting Medical Officer.
- Transfer dates, flight times and bed availability are then synchronised between the NIHRACS Referral Team and the local site-based Patient Flow Manager.
- A comprehensive clinical handover should occur as close as possible to the referred person departing the NIHRACS facility. Handover is to include transport arrangements and expected time of arrival at the destination facility.
- Phone contact details are to be exchanged between the sending facility, the escorting team and the receiving facility to enable communication.

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### **When to seek further advice:**

Where additional disputes occur regarding specialist care and clinical recommendations or site acceptance for transfer that is not resolved immediately following the above procedure:

- The NIHRACS Referral Team should contact the Executive Director, Operations (or Executive On-call for after-hours) in order to negotiate a satisfactory solution.

### **Why the pathway is necessary:**

The pathway is required:

- To ensure timely and safe access to inpatient specialist care.
- To ensure people are treated with dignity and respect.
- To ensure people receive care in the least restrictive environment, consistent with their needs and available resources.
- To ensure that sufficient information exchange occurs prior to the transfer of people and that both sites are in agreement regarding the transfer.
- To minimise preventable delays in communication and transfer.
- To ensure no harm to the patient.
- To provide a pathway for negotiation and resolution of disputes regarding transfer of people during business hours and after hours.
- To provide person-centred care, in line with the SESLHD's CORE Values.

### **Patients who do not classify as a complex transfer:**

Patients with:

- General planned admission
- Streamlined Medivac

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## 5. DOCUMENTATION

Appendix A: NIHRACS Medivac Form

## 6. AUDIT

Not required.

## 7. REFERENCES

Nil

## 8. REVISION AND APPROVAL HISTORY

Date	Revision No.	Author and Approval
May 2017	1	Jocelyn Hickson, Manager Norfolk Island Support Team
4 July 2017	2	Dawn Fowler
18 August 2017	3	Jocelyn Hickson, Manager Norfolk Island Support Team *change from Business Rule to Procedure
24 October 2017	4	Jocelyn Hickson, Manager Norfolk Island Support Team *added additional steps to afterhours section following feedback
October 2017	Draft	Formatting reviewed by Executive Services.
November 2017	Draft	Approved by Clinical and Quality Council.
May 2020	5	Jocelyn Hickson, Manager Norfolk Island Support Team Minor review updated references from Director, Programs and Performance to Executive Director, Operations. Updated Appendix A.
June 2020	5	Approved by Executive Sponsor. Published by Executive Services.



APPENDIX A

MEDIVAC FORM

Date..... Start time.....

Patient	DOB	Weight:	Passport or ID type + No:
Address: Contact No:		Height:	Exp Date:
Escort Name	DOB	Weight:	Passport or ID type + No:
Australian Contact No:		Height:	Exp Date:
Diagnosis:			
Receiving Hospital:		Receiving Doctor:	
Sending Doctor:		Time	Comments
<b>CareFlight NSW</b> Fax: 0061 2 9689 2744 CareFlight HelpPoint <a href="mailto:helppoint@careflight.org">helppoint@careflight.org</a>	0061 2 9893 7683 <b>0061 1300 655 855</b>		
<b>LifeFlight QLD</b> Fax: 00617 55535965 <a href="mailto:ops@lifeflight.org.au">ops@lifeflight.org.au</a>	0061 7 5553 5955 <b>0061 1300 883 422</b>		
<b>NZ Air Ambulance Service</b> Email: <a href="mailto:assistance@nzaas.co.nz">assistance@nzaas.co.nz</a>	0064 6 835 4922		
<b>NSW NETS &amp; Perinatal Advice Line</b>	0061 1300 362 500		
<b>Q Neonatal Retrieval Services</b>	0061 1300 799 127		

<b>Prince of Wales Hospital</b> Randwick Sydney	Switch: <b>0061 2 9382 2222</b> Bed Manager Mobile: 0061 412 915 322		
<b>St George Hospital</b> Kogarah Sydney	Switch: <b>0061 2 9113 1111</b> Bed Manager Office: 0061 2 9113 2928		
<b>Other Health Services</b> (e.g. Mental Health, Royal Hospital for Women (RHW), Sydney Children's Hospital (SCH))	Mental Health: 0061 404 033 596 <small>*Refer to MH SESLHDBR/034</small> RHW - +61 2 9382 6111 SCH Randwick + 61 2 9382 1111		

<b>NIHRACS Manager</b>	Mobile: <b>50918</b>		
<b>SESLHD After Hours</b> Exec On-Call 5pm to 8am ESDT (only if escalation/support is required)	<b>0061 2 9540 8866</b> Refer to business rule SESLHD PR\596		
<b>SESLHD Business Hours</b> (if escalation/support is required)	Refer to business rule SESLHD PR\596 Additional contact: Elizabeth Curran 0061 455 994 729		
<b>Airport Manager</b>	Office: 22445 Mobile: 50357		
<b>Border Force NI</b>	On call: 51881 Manager: 53615		
<b>Bio Security</b>	As per on call roster		
<b>Norfolk Ambulance</b>	As per roster Nurses station NIHRACS		
<b>DVA Transport Sydney</b> Email	0061 8 8290 0246 <a href="mailto:Diana.Stapleton@dva.gov.au">Diana.Stapleton@dva.gov.au</a>		
<b>Ambulance Sydney</b>	0061 131 233	CareFlight/LifeFlight organises ambulance	
<b>Commonwealth DIRD</b>	Email to DITRDC <a href="mailto:NIHealth.Mailbox@infrastructure.gov.au">NIHealth.Mailbox@infrastructure.gov.au</a>		
<b>Office of the Administration</b>	Email to NI Administrator <a href="mailto:OFFICE.ADMINISTRATOR@infrastructure.gov.au">OFFICE.ADMINISTRATOR@infrastructure.gov.au</a>		
<b>SESLHD → Social Work</b>	Email to <a href="mailto:SESLHD-NorfolkIsland@health.nsw.gov.au">SESLHD-NorfolkIsland@health.nsw.gov.au</a>		
Plane exp time to leave Sydney/Brisbane		Arrive NI:	
Plane exp time to arrive Norfolk Island		Dept. NI:	
Quote accepted for Medivac: \$			

Print Name .....

Sign.....

Date.....