

Registration

ADMINISTRATIVE STAFF

FUNCTION/ROLE: To:

- Ensure that all casualties of a ME are registered on arrival in the emergency department
- Ensure that all information on casualties is collected and proper tracking is put in place.

ACTIVATION PROCEDURE:

- You will be informed by the Emergency Department Nurse/Medic in Charge
- Alert level 1.

Action 1:

1. Contact the Grade V Staff Officer **Helen McLoughlin** and Administrative Officers **Don O'Driscoll, Marie Smiddy, Tracy Sorenson**
2. Call in off-duty administrative staff **if required:**
 - All current contact numbers on chart in Major Emergency Folder
 - Do not call in staff due to come in on the next shift.
3. Allocate the following personnel:
 - Triage Point at the Main Ambulance Entrance Red & Yellow patients (Admin # 2)
 - Triage Point Out Patient Department Green Patients (Admin #1)
 - Man the Reception Desk (Admin # 1)
 - Man the Admissions Desk (Admin # 1)

Action 2:

1. Obtain Major Emergency **Registration Packs** from the Major Incident Store
2. Set up registration points at the Interview Room (ambulance entrance) and OPD
3. Allocate **Registration Pack** to each casualty on entry (this pack must remain with the casualty throughout their stay in the hospital)
4. In order to track casualties of the Major Emergency compile list of Patient details as per the tracking form provided.

Action 3:

1. Continue provision of Admission & Reception duties at Nurses Station & Main ED Registration Desk.
2. At some stage all patient details will be input to the PIMS system from the manual records that have been collected- a template will be available on PIMS to notify relevant groups - This stage must be agreed with all stakeholders before commencing.

ACTION CARD 7**A Major Emergency REGISTRATION PACK will contain the following:**

Medical Records Number (MRN), name (denoted by a country i.e. Africa, Africa) DOB (Unknown), Blank ED Chart, 2 identification Bracelets, Radiology Request Cards, Pathology Request documents, Personal Property Envelope (small items) and Personal Property Bag (larger Items, clothes etc).

CASUALTY DOCUMENTATION AT EMERGENCY DEPT TRIAGE**1. Outline:**

To cope with an influx of casualties, and with the possibility of problems in the initial acquisition of personal details, a major emergency manual system of documentation will be invoked using designated MRN's (the Patient Information Management System will not be used in the event of the declaration of a major emergency).

2. Procedure:

At the Emergency Department triage location (ambulance entrance) a numbered wrist bracelet bearing the hospital MRN (Medical Registration Number) will be put on each casualty, and a Registration Pack all bearing the same number will be provided for each casualty. The receptionist will attempt to ascertain additional details but this process will not be to the detriment of the clinical assessment by the Triage Officer and the onward movement of the casualty to the treatment area. The notes, property and any X-ray films must remain with the patient at all times. In order to track casualties of the Major Emergency a list will be compiled of Patient details as per the tracking form provided

3. Supplementary Identification Detail:

It will be accepted as expedient that the unique casualty number will suffice for all identification procedures, pending the acquisition of further personal detail. At successive stages in the process of treatment, staff will check the state of completion of the personal details and attempt to fill in any gaps, reporting all information gained to the Hospital Emergency Control Centre.

The MRN will be used on all documentation and particularly on specimens and request forms for blood transfusion and diagnostic procedures. The MRN **must** be used on forms and specimens as if it were a name and entered in the appropriate space.

4. Routine Emergency Dept. Attendance:

During the time the Hospital Major Emergency Plan is in operation, all casualties received at the hospital whether from the emergency site or not will use the same documentation procedure.

If possible the triage receptionist will annotate the casualty checklist with an indication of any routine admission so that normal documentation procedures can be implemented post-emergency.