

Relatives Co-ordinator

CLINICAL GOVERNANCE MANAGER

FUNCTION/ROLE: To:

- Ensure that family members are received within the Radiotherapy Reception Area
- Ensure that Family members are supported
- Ensure that communication lines between the hospital and family members are maintained
- Ensure that any queries from family members are addressed in a timely fashion.

ACTIVATION PROCEDURE:

- You will be informed by Switchboard – Alert level 1.

1. Report to Hospital Emergency Control Centre (main Boardroom) and collect action card No 30.
2. Alert Risk Manager **Deirdre Carey**.
3. Proceed to the Radiotherapy Reception Area and liaise with the Radiotherapy Services Manager and the Business Manager to ensure all preparations are underway for the reception of relatives.
4. Assign a Patient Liaison Officer to the Emergency Department.
5. Ensure all relatives have completed the Relatives inquiry form.
6. Ensure Chaplaincy staff and the Medical Social Work staff are present.
7. Allocate an individual Chaplin/Social Worker to individual relatives.
8. Collate names and enquiries from relatives. Cross reference these with the Garda Liaison Officer and the emergency department tracking lists.
9. Ensure staff and volunteers working in this area have regular breaks.
10. Maintain a log of all persons entering or leaving the area.
11. Monitor all issues relating to relatives.