

18 RELATIVES	Cork University Hospital	ACTION CARD NUMBER 18.1
	Relatives Area	
You Report To:	Deirdre Carey, Relatives Co- Ordinator	You Brief: Relatives Co- Ordinator
Overall Responsibilities	<ul style="list-style-type: none"> Provide appropriate accommodation for relatives of the casualties. Ensure that the relatives of casualties are supported. Gather information about potential individuals involved in the incident. 	
IMMEDIATE ACTIONS ON NOTIFICATION/ACTIVATION		
ON ACTIVATION	ON STANDBY	
<ul style="list-style-type: none"> RTSM/DRTSM to contact Chief Physicist, CNM2 and Business Manager and Clinical Specialist Radiation Therapist. RTSM/DRTSM to contact security to lock down the Radiotherapy Department. RTs to evacuate all patients from radiotherapy department. Medical Secretaries to cancel clinic appointments +/- radiotherapy appointment. CSRTs to set up clinic rooms as interview rooms. 	<ul style="list-style-type: none"> Prepare to cancel all out patient appointments. Prepare to cancel all radiotherapy appointments. Prepare to evacuate patients from radiotherapy department. 	
Consider these points <p style="text-align: center;">Radiotherapy Services Manager/Business Manager</p> <p>Use of the Bluebell Suite as the Relatives Area in the event of a Major Incident</p> <p>Day Time Plan (i.e. during core working hours)</p> <ol style="list-style-type: none"> Switchboard will make contact with the Radiotherapy Service Manager (RTSM) (or Deputy Radiotherapy Service Manager (DRTSM) ()). RTSM/DRTSM to contact Business Manager Michelle Coleman (0871880526), CNM 2 Shirley Loughnane), Chief Physicist/Acting Chief Physicist (34781/34768), Bryan Hendrick. <ul style="list-style-type: none"> If the RTSM or DRTSM are offsite/unavailable the RTSM or DRTSM will contact the Clinical Specialist Radiation Therapist (CSRT) who is covering. Lock down the Department. <ul style="list-style-type: none"> RTSM/DRTSM to Contact Duty Security Officer (62182) to provide Security Officers for internal & external doors. CSRTs to open fire exit at the end of linac corridor and direct radiotherapy patients in and out of the building via this door. CNM2 to close All OPD Clinics and direct patients out of the hospital. 		

- Medical Secretaries to phone patients to cancel OPD appointments.

4. Decision to continue with radiotherapy treatment will be made at time of incident.
 - If continuing with treatment patients will be directed to the sub waiting areas in the linac corridor and will exit the department through the fire door at the end of the linac.
 - If treatment is cancelled patients will be directed out of the building via the fire exit at the end of the linac corridor.
5. RTSM/DRTSM will retrieve Major Emergency Box 1 and Major Emergency Box 2 from admin room behind reception.
6. The RTSM/DRTSM will set up Clinic Room as interview rooms and for Medical Liaison Officer.
 - RTSM/DRTSM will take signage from the Major Emergency Box 2 and stick them to the doors of the Clinic Rooms numbering them from 1-12.

Major Emergency Relatives Registration Form to be retrieve from Major Emergency Box 1.

- Form for registering relatives of adults over 18 is on green paper.
- Paediatric form for registering relatives of under 18s is printed on white paper.
- Each form to be numbered and forms to be left at radiotherapy reception.

7. The RTSM/DRTSM will distribute Bibs to the staff involved
 - Blue to staff from Radiotherapy Department
 - Purple to Social Work
8. CSRTs will source additional chairs for the relative's area from the Seminar Rooms, the Staff Room and CUH Canteen.
9. A CSRT will ensure that Seminar Room 1 can be used by relatives of the deceased.
10. A CSRT will ensure that the photocopier behind reception is fully stocked with paper/ink toner.
11. Radiotherapy reception staff will man the radiotherapy reception desk and take the names of the relatives and the name of the person they are connected as they arrive and create a log if same.
 - Radiotherapy reception staff will give the appropriate relatives registration form (adult or paediatric) to the lead relative and direct them to the radiotherapy reception waiting area to complete.
 - Radiotherapy reception staff will log the number of the relatives registration form given to the lead relative.
 - Relatives to be told by reception staff to return the relative's registration form to them when complete.

**please note if any member of the press presents to the relatives area they should be directed immediately to the main hospital auditorium.
12. The Social Work Lead will designate Social Workers to assist relatives to fill out the relatives registration form where necessary.
13. When the relative's registration form is returned to reception staff they will inform social worker. Social Worker will meet the relatives and use the Relatives Registration Form to validate information (relatives name, patient name, mobile name etc).
14. When the information has been validated by a Social Worker, reception staff will:

- Photocopy the Relatives Registration Form x2 and scan a copy.
- Photocopies will be handed to the Relatives Co-ordinator and the other to the Medical Officer.
- The scanned copy is to be emailed to the Relatives Co-ordinator Deirdre.carey2@hse.ie who will disseminate to the relevant departments and authorities as required.
- The original Relatives registration form is to be kept at Radiotherapy Reception Desk.

15. Relatives co-ordinator will establish a direct link with the HECC on 4234195, 4234180. Medical Liaison Officer to establish a direct link with the Emergency Dept.

16. CSRT to contact the House Keeping Supervisor (bleep 427) to provide Tea & Coffee from the Coffee Bar in the Radiotherapy Outpatient Area and the Seminar Room.

17. Medical Liaison Officer will attend the Relatives Area to update the relatives on the condition of the person involved.

18. In the event of the Major Emergency being prolonged there may be a requirement on the RTSM/DRTSM to the decant the Relatives Area to another suitable location within the Radiotherapy Department (1st floor waiting room) or elsewhere on the campus in order for the Radiotherapy Service to continue uninterrupted due to the nature of the service that is provided.

Night Time Plan (i.e. Outside Core working hours)

19. Switchboard will make contact with the Radiotherapy Services Manager (RTSM) (or Deputy Radiotherapy Service Manager (DRTSM) (, RTSM/DRTSM to contact Business Manager Michelle Coleman (, CNM2 Shirley Loughnane (,), Bryan Hendrick (,). If RTSM or DRTSM are offsite/unavailable the RTSM or DRTSM will contact the Clinical Specialist Radiation Therapist (CSRT) who is covering.

20. Each Manager to inform members of their respective teams.

- RTSM/DRTSM to contact CSRT on their personal mobile (group set up on RTSM/DRTSM personal mobile for this specified purpose) and ask CSRTs to come into Radiotherapy Department.
- Inform staff to park in Highfield Rugby Club and that a taxi service will be in operation to transfer them to the hospital.

21. Lock down the department.

- RTSM/DRTSM to contact duty security officer (62182) to provide Security Officers for internal & external doors.

22. RTSM/DRTSM will retrieve Major Emergency Box 1 and Major Emergency Box 2 from admin room behind reception.

23. The RTSM/DRTSM will set up Clinic Rooms as interview rooms and for Medical Liaison Officer. RTSM/DRTSM will take the signage from the Major Emergency Box 2 and stick them to the doors of the Clinic Rooms numbering 1-12.

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