

18 RELATIVES	Cork University Hospital		ACTION CARD NUMBER
	Relatives Co-Ordinator		18.2
You Report To:	HECT	You Brief:	Quality Unit Team
Overall Responsibilities	<ul style="list-style-type: none"> • Ensure that family members are received within the Glandore Centre Reception Area. Ensure that family members are supported • Ensure that communication lines between the hospital the Emergency Department and family members are maintained • Liaise with Staff in the Emergency Department particularly to determine when relatives would be allowed to visit patients in the department • Ensure relatives are accompanied to the Emergency Department when allowed visit • Ensure that any queries from family members are addressed in a timely fashion 		
IMMEDIATE ACTIONS ON NOTIFICATION/ACTIVATION			
ON ACTIVATION		ON STANDBY	
<ul style="list-style-type: none"> • Proceed to the Glandore Centre Reception Area and liaise with the Radiotherapy Services Manager and the Business Manager to ensure all preparations are underway for the reception of relatives. 		<ul style="list-style-type: none"> • Ensure that relatives documentation and forms are available for use in the Radiotherapy Reception 	
Consider these points <p>Alert the following:</p> <p style="margin-left: 40px;">Risk Manager</p> <ul style="list-style-type: none"> • Depending on the magnitude of the emergency and number of relatives, support nursing staff through the allocation of Chaplin/Social Worker to individual relatives • Ensure that names and enquiries from relatives are completed and collated (see appendices 7.9 & 7.10). Cross reference these with the Garda Liaison Officer and the emergency department tracking lists. • Monitor all issues relating to relatives and bring them to the attention of appropriate team personnel 			

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