



DELAYED AMBULANCE HANDOVER ACTION CARD

INSIDE HOSPITAL – Handover does not complete within 45 minutes – follow the actions below for you and your patient.

If handover is not complete within 45 minutes, please liaise with the HALO. Escalate any deterioration in your patient’s condition to the triage nurse and to the onsite EEAST manager (or to EOC if a manager is not on site). Record all your actions on the patient care record.

Safety for

You

Wipe down all surfaces on arrival and at 30-minute intervals.

Ensure only one EEAST clinician in the back of the ambulance with the patient unless the patient’s condition requires more care.

Take short breaks ensuring the patient is adequately monitored for their clinical condition.

If you notice a colleague requires additional support for welfare, escalate to line manager (HALO).

Repeat clinical observations at recommended intervals, NEWS2 score dependent. Regularly communicate with triage nurse and changes, updated NEWS2 and document.

Continuous monitoring if clinical concern,

Consider pain management and give pain relief if indicated. Seek advice from the triage nurse, CAL or the on-site EEAST manager if max dose given.

Your patient

Ensure the patient wears a facemask as required. Change the patients' mask after eating, drinking or using the bathroom.

Ensure the patient applies gel to hands before taking food, fluid and touching surfaces.

Older people and people with skin or mobility problems can be at risk of developing pressure damage when lying/sitting for long periods:

- Patients should be repositioned or stood or encouraged to move own position every 30 minutes as a minimum.
- Particular attention should be paid to relieving pressure from heels, sacrum, elbows, and any other prominent points.
- Ensure Fit to Sit is accessed for your patient if appropriate.

Plan with the triage nurse/HALO how your patient will be provided with nutrition and hydration.

Consider additional monitoring or care requirements for certain conditions, including but not limited to:

- Deteriorating patient condition
- Breathing Difficulties with ongoing oxygen therapy
- Cardiac Chest Pain
- Stroke symptoms
- End of Life Patients
- Mental Health / dementia / learning difficulties
- Older Person / frailty
- sepsis
- Maximum treatment by EEAST clinician has been provided (for example analgesia)

Raise any concerns you have with the triage nurse, and request medical support where necessary,

Raise a Datix for any incident where you believe that harm or potential harm has taken place. If you are unsure whether harm or potential harm has occurred, discuss this with your LOM/HALO/on-site EEAST manager.

If you feel actual patient harm has occurred ensure the triage nurse and on-site EEAST manager (EOC manager if no EEAST manager on-site) are informed as well as submitting a Datix.

NEWS2 Score	Recording Observations Minimum Schedule
0-3	Every 60 minutes
4-6	Every 30 minutes
3 in a single parameter (red)	Every 15 minutes
7 or above or condition requiring continuous monitoring i.e., cardiac patient	Continuous (document every 15 mins)