

Referral procedure for in-patients at Clairwood hospital

Rationale

- To ensure that patients are referred to an appropriate health care provider when needed.
- To ensure that patients are referred on time in the safest possible manner in a stable condition.
- To assist in reducing congestion in the regional hospitals in the Durban south sub-district in order for them to accommodate acutely ill patients.

Procedure

When referring a patient to and from Clairwood Hospital, staff must ensure that they adhere to the current referral procedure.

1. Requirements

- All patient record such as case sheets, investigations results, current treatment, x-rays etc must accompany with the patient.
- A detailed discharge summary: management plan at Clairwood, appointments dates post discharge must be attached.
- In case of social case referral, a detailed summary and plan from the Social Services department from the base hospital must be presented to the Social Workers at Clairwood hospital.
- Social worker summary (PRN)
- Referring doctor to check availability of level 3 and level 4 drugs at Clairwood hospital. In the event that we don't stock certain items, it is advisable/ recommended that base hospital supply us with limited stock for that particular patients.
- The referring institution, ward and name of the referring doctor (including the Cell phone number) is to be clearly documented in the referral letter.
- For palliative care patients, please attach a detailed palliative care plan and ensure that family has been counselled prior to transfer.

2. Roles for referring institution

- Contact and discuss the patient with a medical officer (MO) at Clairwood Hospital prior to transferring the patient.
- Obtain authorization for the admission of the patient at Clairwood Hospital
- Prince Mshiyeni internal medicine department do daily ward rounds at Clairwood Hospital and therefore do not need to discuss their patients prior to transfer.
- All other departments and institutions must discuss their patients prior to transfer as all these patients are seen daily by Clairwood Hospital doctors.
- Clairwood Hospital MO can be contacted via switchboard at 031 451 5000 or via Medical Manager at 031 451 5179/81
- Clairwood Hospital Champions are Medical Manager (031 4515181 Or 0314515179) Deputy Manager Nursing (031 4515177) and Matron's office (031 451 5176). Please inform one (or all) of them in the event that you encounter undue difficulty in transferring a patient to Clairwood hospital.
- The Patient Care Matron (031 451 5176) should be contacted as early as possible on the day of transfer.
- The referring MO must inform Clairwood hospital if the patient is no longer to be transferred.

3. Roles for Health Care Practitioners (HCP) in Clairwood hospital

- The HCP shall take care of the patients as CWH' patients regardless of where they come from.
- Bed status to be updated at the Matron's office every morning.
- Monitor the utilization of beds and share with sister hospitals.
- Contact referring department of the referring institution when the patient's condition deteriorates and the referring department must accept their patient regardless of cause of deterioration.

4. Inclusion criteria for referring

- Clinical stable but not yet fit to go home
- Completed investigations and got the diagnosis but need further management which can be carried out/ given at Clairwood hospital considering our level of care. IV or NG tube feeding are not an exclusion criteria.

5. Exclusion criteria (THE FOLLOWING PATIENTS CANNOT BE ACCEPTED)

- Acutely ill and unstable patients
- Fresh burns
- Psychotic patients irrespective of the cause
- Less than 1/52 post general anaesthetics elderly patients
- CVA patients less than 1/52
- Less than a week post ICU admission
- Day 0 post Caesarian section patients

PLEASE NOTE THE FOLLOWING:

1. Patients who deteriorate clinically at Clairwood Hospital will be referred back to the referring hospital in exchange for a stable patient.
2. Patients who are referred for "terminal care only" must have this clearly indicated in their clinical records and family should have been notified and counselled.
3. There is no quota system for beds between three referring hospitals.
4. **Under no circumstances should a patients be turned away without a full assessment**
(This is applicable to all walk in patients and un booked transfers)

COMPONENT HEAD

MR. NBL GWALA
CHIEF EXECUTIVE OFFICER

DATE COMPILED:2015
DATE REVIEWED: OCTOBER 2015
NEXT REVIEWED DATE: OCTOBER 2018