



NURSING GUIDELINES ON GIVING ADVISED TO PARENTS / GUARDIANS FOLLOWING HOSPITALISATION OVER THE PHONE OR BY EMAIL, BY NURSING STAFF IN THE CLINICAL AREA

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Points to consider when nursing staff give advice to patients/parents and guardians* over the phone

* for the purpose of this algorithm the patient/parent/guardian will be referred to as the patient

Principles to consider

When parents phone the hospital clinical areas for advice over the phone,

The nurse must consider:

- You cannot assess the child visually, advise the parent to seek medical attention
- that once the call is taken you now have a 'duty of care' to this child and family .
- once the duty of care is established, you will be required to meet the same professional standard as you would should the patient be an inpatient in the clinical area.
- if the request from the patient is within your 'Scope of Practice' (ABA, 2000) to manage.
- how to manage the query if this is not within your 'Scope of Practice'
- patient confidentiality in dealing with the query
- ensure Data Protection legislation is adhered to when dealing with the query
- that you are accountable and responsible for the information/advice which is given to the patient
- the code of professional conduct for each nurse and midwife (ABA, 2014)
- nursing students should refer the phone call to a registered nurse to deal with

During the call the nurse must consider

Assessing the child's condition will not be possible, you will have the parents assessment of the child's condition. Assessing the child over the phone is not possible.

If the parent concern is around the child's medical condition always suggest they seek medical attention ASAP.

- If the query is checking information which was given at discharge and the nurse can access the HCR?
- Do you know and have knowledge of this patient's care episode?
- Are you confident about the advice you are giving to this patient?
- If he/she is the best person to give this information or advice, should the call be referred to a senior colleague or medical staff member?
- If the information/advice request is clear?
- Is English the patient's first language and the query is understood?
- Is the patient's Healthcare Record still on the ward?

After the phone call the nurse must:

The query/concern of the patient must be detailed and the exact nature of the advice given by the nurse in the communication sheet provided and then reconciled with the healthcare record as soon as is possible. (ABA, 2002)

If it was suggested that the parent take the child to seek medical advice this must be detailed clearly

The detail must include:

- Patient name,
- Healthcare record number if available,
- address and
- date of birth.
- Date and time of the query
- Nature of the query
- Succinct detail about the query and the advice given.

Nursing and Midwifery Board of Ireland, (2014) *Code of Professional Conduct for Nurses and Midwives*. NMBI, Dublin.

An Bord Altranais (2000) *Scope of Nursing and Midwifery Practice*. An Bord Altranais, Dublin.

Austin, Ss. (2005) *Hold the Phone: Are you liable for telephone advice*; accessed Aug 2014 http://journals.lww.com/nursing/fulltext/2008/09001/Are_you_liable_for

Health Information and Quality Authority (2013) *National Standard for Patient Discharge Summary Information*, HIQA, Dublin, Ireland.

Health Information and Quality Authority (2012) *Safer Better Healthcare Standards*, HIQA, Dublin.

Royal College of Nursing (2012) *Using Telephone advice for patients with long-term conditions: an RCN guide to using technology to complement nursing practice*, RCN, London, UK

Ward _____ Date _____

This document must be filed in the patient Healthcare record.

Nursing and Midwifery Board of Ireland, (2014) *Code of Professional Conduct for Nurses and Midwives*. NMBI, Dublin.

An Bord Altranais (2000) *Scope of Nursing and Midwifery Practice*. An Bord Altranais, Dublin.

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http://journals.lww.com/nursing/fulltest/2008/09001/Are_you_liable_for

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