

Clinical Protocol

Telehealth Transfer Process

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Related Policies/Procedures

Title	Reference
WSD Monitoring centre clinical protocol	ANG-CP021
Telehealth Monitoring Standards	ANG-CP022

Document Tracking Sheet

Policy & Procedure Consultation and Drafting Arrangements				
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1.0 INTRODUCTION

- 1.1 On occasion, a patient under the care of NHS Eastern and Coastal Kent Community Services (ECKCS) may be transferred from the care of one team to the care of a different team e.g. if the patient moves house or if the patient better fits the criteria of another service or team e.g. Community Matron to Respiratory specialist. The clinicians would (after consulting with the patient and GP) complete a transfer letter and handover patient details to the new team.
- 1.2 For patients using Telehealth monitoring equipment, it is vital that the team taking over the care of the patient is able to view the patient's Telehealth data on the EUNET system. This will ensure continuity of care.

2.0 SCOPE

- 2.1 This Telehealth Transfer Process for moving responsibility of monitoring patient data is used with the Community Matron and Specialist Nursing Teams.

3.0 OBJECTIVES

- 3.1 To ensure continuity of Telehealth monitoring and Teams are aware of transferred patients.

4.0 PROCEDURE

- 4.1 Patient meets criteria for transfer to another ECKCS team e.g. Matron to Specialist Nurse. The patient must meet the criteria for admission to the caseload of the receiving team.
- 4.2 Registered clinician from current team (Team A) contacts registered clinician in new team (Team B) to confirm patient meets the new team's criteria.
- 4.3 Registered clinician from current team (Team A) and registered clinician in new team (Team B) agree a transfer date which will be no earlier than 5 working days. Both clinicians must make themselves available to receive the telephone call (as detailed in point 4.7) on the agreed day.
- 4.4 Registered clinician from current team (Team A) documents agreement and transfer date within patient notes.
- 4.5 Registered clinician from current team (Team A) contacts WSD team by telephone and facsimile or email (see next page) and informs them of the agreed transfer date, copying registered clinician from the new team (Team B) in. Ensure details of telephone contact for both teams (Team A and Team B) are available to WSD team.
- 4.6 On the day of transfer, WSD team 'move' patient assignment on EUNET.
- 4.7 WSD contact both teams (Team A and Team B) by telephone (see point 4.3) to ensure the patient can be 'seen' by the new team (Team B) and 'not seen' by the old team (Team A).
- 4.8 Old and new teams document the successful transfer in patient notes and ensure GP is informed.
- 4.9 The WSD team update the EUNET tracker and file the transfer request.



Date: _____

For the attention of: **Whole System Demonstrator (WSD) Team**

Patient Transfer

Patient name: _____

Date of Birth: _____

NHS number: _____

GP Practice: _____

This facsimile / email confirms that the teams below, named patient (above) and GP have mutually agreed to the transfer the management of this patient.

Effective from _____

Transfer from:

Team Name: _____

Contact Telephone number: _____

Requesting Clinician _____

Requesting Clinician contact number: _____

Signature: _____

Transfer to:

Team Name: _____

Contact Telephone number: _____

Requesting Clinician _____

Requesting Clinician contact number: _____

Signature _____

Copy to GP, Patient notes, Transfer to team.