



## Transfer of Clinical Information: Communication and Documentation Process

### What LTC nurses need to know:

When Long-Term Care (LTC) residents transfer to the emergency department (ED), and then return back to their facility, it is important to provide safe, seamless care through accurate and timely communication. With this in mind, Island Health has implemented the following 3-step process:

- 1. Complete the COMPLEX CARE Resident ED Transfer Form:** The purpose of this form is to ensure accurate and needed information is communicated between EDs and LTC homes during transfers.
- 2. Pink wrist band:** After obtaining verbal consent, a pink band is applied to the wrist of the resident. On the band, written in permanent ink, is the facility name and phone number. When it's time for the resident to leave the ED and return to their facility, the contact information is present on the band so the facility can be contacted and made aware of the resident's return.
- 3. IDRAW communication tool:** Describes the ideal processes for effective verbal and/or face-to-face interactive communication of resident information and transfer of accountability at handovers (e.g., admission, change in care provider, transfer and discharge).

### What LTC nurses need to do:

All LTC nurses (LPNs/RNs/RPNs) are asked to review the Learning Resources below and become familiar with how to use them.

	Learning Resources
<input type="checkbox"/>	Review <a href="#">Transfer of Clinical Information for Long-term Care</a> procedure
<input type="checkbox"/>	Review the IDRAW – <a href="#">Information Transfer and Communication at Handovers</a> procedure
<input type="checkbox"/>	Complete <a href="#">Safe Patient Handover</a> module in Learning Hub (use Internet Explorer web browser)
<input type="checkbox"/>	View video: " <a href="#">Transfer of Accountability</a> " Interactive Handover
<input type="checkbox"/>	Review the <a href="#">Island Health COMPLEX CARE Resident ED Transfer Form</a> Practice completing one for a resident you are familiar with
<input type="checkbox"/>	Practice giving handover report to a nursing colleague using the IDRAW format (prepare using Appendix A from <a href="#">procedure</a> )