

# Urgent Care No MO available Patient staying/re directed for Treatment

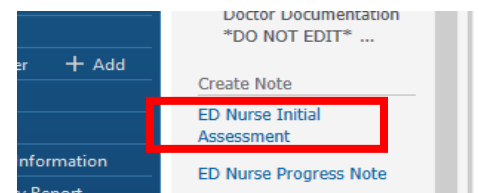


## This Quick Reference Guide will explain how to:

- Complete Discharge from FirstNet when No Doctor available at Urgent Care. This includes Priority Primary Care Centres, (PPCC), Victorian Virtual Emergency Department (VVED) and phone consult with another (WH) campus
- Presenting patients will have a Quick Registration, Triage, and Full Registration process completed by the UC Triage Nurse and UC clerk.

## Disposition for a patient re directed to PPCC/GP:

1. UC Triage Nurse documents context for referral to PPCC as appropriate



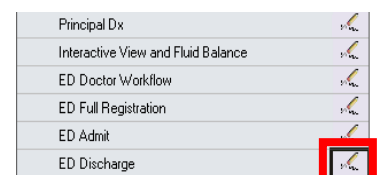
No Doctor available onsite. Patient presents to Urgent Care with injury to Left ankle. Referred to PPCC for further treatment.

\*Type: ED Nursing Progress Note  
Note Type List Filter: Position  
\*Author: WHSTEST, Nursing P2 7 - CLINAO  
Title: No Doctor available, Referred to PPCC  
\*Date of Service: 14/11/2024 1522 AED

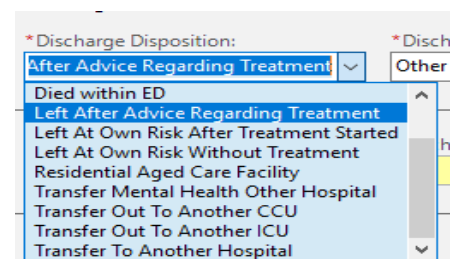


**Handy Hint** Change title of Progress note to No Doctor available and referral as appropriate to distinguish this from other routine clinical documentation.

2. Select Discharge Process via Right Click context function. Click on Pencil icon next to **ED Discharge**.

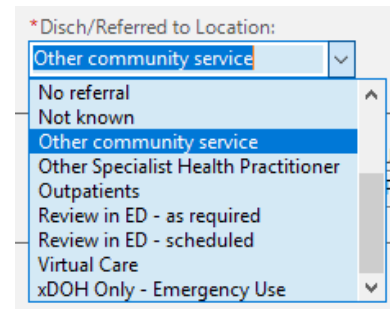


3. Select **Left After Advice regarding Treatment** disposition.





4. Select **Other Community Service** from Referred to Location



5. Complete time/date mandatory fields when patient leaves Urgent Care

\*Discharge Date: 14/11/2024 \*Discharge Time: 15:42 User ID: P2RN7

6. **VVED**

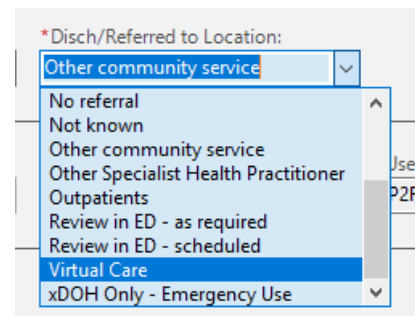
Document rationale for referral, and any relevant information after VVED Physician consult, such as observations, investigations and plan as ED Progress Note in DynDocs. Document whether medications were administered, and that paper drug chart has been printed and sent to medical records for scanning – or that drug chart has been added into transfer paperwork.

No Doctor available onsite. Patient presents to Urgent Care with injury to Left ankle, referred/registered to VVED. Post VVED consult, medication administered as per NIMC (paper drug chart) sent to staff email. 1g oral Paracetamol, 400mg oral Ibuprofen and 5mg IR oral Oxycodone. Drug chart taken to medical records for scanning into BossNet.

7. If patient for discharge home, select **Home** disposition

8. Select Virtual Care for referral to Location

9. Complete time/date patient left UC



\*For any patients requiring Transfer Out after VVED consult, please see QRG BM UC No Doctor workflow, Transfer Out WH/non WH Campus\*

### Important



- Phone call consults to other WH campuses (for example SHED) can be utilised by NIC. Complete documentation as ED Progress Note.
- Follow above discharge steps or **UC NO doctor available Transfer Out** QRG as appropriate
- For patients that leave after treatment commenced, follow QRG: **FirstNet – Discharge - Left at Own Risk**