

# PHYSIOTHERAPY SERVICES – ACUTE RESPIRATORY ON CALL - SCH

## POLICY®

### DOCUMENT SUMMARY/KEY POINTS

- The On Call Acute Respiratory Physiotherapy Service is:
  - Requested only by a medical officer following their review of the patient
  - For acutely ill children with deteriorating respiratory status
  - Provided between 2200hrs and 0800hrs, 7 days per week
  - Accessed via the Switchboard Operator
- [On Call Physiotherapy Checklist](#) should be used by physiotherapy staff

### CHANGE SUMMARY

- Due for mandatory review. Updated titles and content.

### READ ACKNOWLEDGEMENT

- All After Hours Nurse Manager (AHNM), physiotherapists and clinical nursing staff should read and acknowledge they understand the contents of this document.
- All medical staff should be aware of this document.

This document reflects what is currently regarded as safe practice. However, as in any clinical situation, there may be factors which cannot be covered by a single set of guidelines. This document does not replace the need for the application of clinical judgement to each individual presentation.

<b>Approved by:</b>	SCHN Policy, Procedure and Guideline Committee	
<b>Date Effective:</b>	1 <sup>st</sup> May 2019	<b>Review Period:</b> 3 years
<b>Team Leader:</b>	Department Head	<b>Area/Dept:</b> Physiotherapy SCH

# TABLE OF CONTENTS

<b>1</b>	<b>On Call Physiotherapy and Call-back Policy .....</b>	<b>3</b>
1.1	Flowchart: Ward Process for Physiotherapy Call-backs .....	3
1.2	Purpose and Scope .....	4
1.3	Responsibilities.....	4
	<i>Evening Physiotherapist .....</i>	<i>4</i>
	<i>Nurse caring for patient with deteriorating respiratory condition .....</i>	<i>4</i>
	<i>Nurse Team Leader .....</i>	<i>4</i>
	<i>Medical Officer.....</i>	<i>4</i>
	<i>On Call Physiotherapist .....</i>	<i>4</i>
	<i>Switchboard Operator (2200hrs-0800hrs).....</i>	<i>5</i>
	<i>Consultant Medical Officer (Admitting Medical Officer) .....</i>	<i>5</i>
	<i>Respiratory Clinical Lead Physiotherapist or delegate .....</i>	<i>5</i>

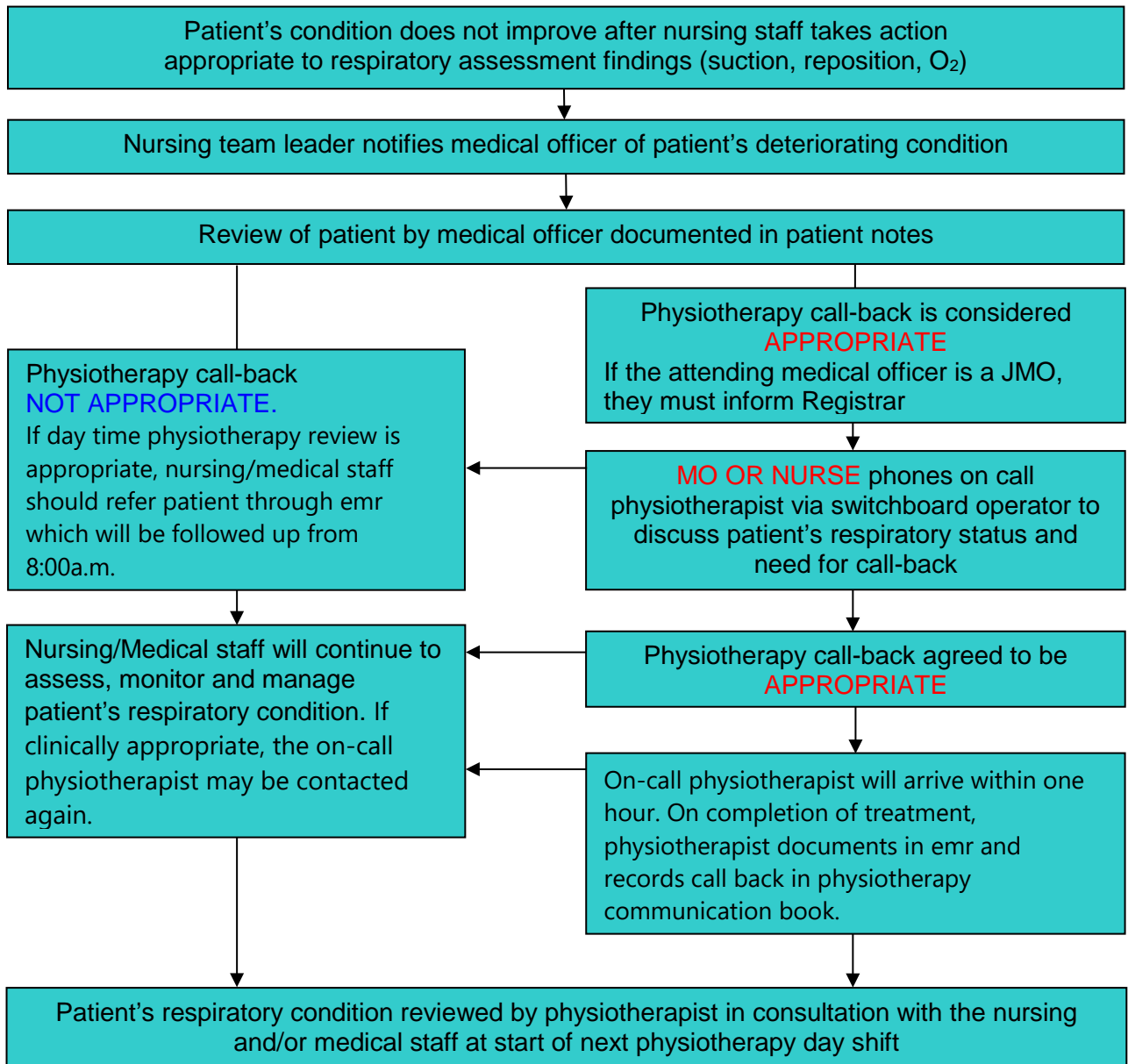
# 1 On Call Physiotherapy and Call-back Policy

The physiotherapy department provides a 24-hour acute care respiratory service 7 days per week. Between the hours of 2200hrs and 0800hrs there is no physiotherapist on site. During these hours, there is a physiotherapist on call who may be asked to come in and provide physiotherapy services for acutely ill patients.

**Note: It may take the physiotherapist up to an hour to reach the hospital after being notified of the call-back request.**

A medical officer must review the patient. The nurse or medical officer will be the person who speaks with the physiotherapist to provide the relevant clinical information.

## 1.1 Flowchart: Ward Process for Physiotherapy Call-backs



## 1.2 Purpose and Scope

To inform all medical, nursing, physiotherapy staff members and switchboard operators of the policy and procedures for calling in the on call physiotherapist between 2200hrs and 0800hrs.

## 1.3 Responsibilities

### ***Evening Physiotherapist***

- Diverts the physiotherapy department mobile phone to the on call physiotherapist's phone at the end of their shift

### ***Nurse caring for patient with deteriorating respiratory condition***

- Nurse follows Clinical Emergency Response System (CERS) for the early recognition of the deteriorating patient. This will include notifying the Nurse in Charge as per the Procedure: Between the Flags- Clinical Emergency Response System procedure.

Please follow link for more information:

<http://webapps.schn.health.nsw.gov.au/epolicy/policy/3183>

- Following a medical review, if physiotherapy intervention is indicated, the nurse or medical team will contact on-call physiotherapist via switch board.

### ***Nurse Team Leader***

- Works with nurse caring for patient as per CERS procedure to continue respiratory management of patient and request medical review as per CERS procedure.
- Following a medical review, if physiotherapy intervention is indicated, the nurse or medical team will contact on-call physiotherapist via switch board.

### ***Medical Officer***

- Receives notification from nursing staff of deterioration in patient's condition and follows CERS procedure
- Documents in patient notes request to call in the on call physiotherapist
- Contacts the physiotherapist or asks nurse to call the on-call physiotherapist through the switchboard operator

### ***On Call Physiotherapist***

- Carries their mobile phone during on call period (includes when they are in the hospital)
- Ensures they are able to attend the hospital within 60 minutes of agreeing to a call-back during on call period
- Ensures that the patient has had a medical review
- Discusses patient's condition and request for call-back with the nurse/medical officer
- Physiotherapist will provide an estimated time of arrival, once the call back is deemed necessary, and also advise on recommended respiratory management until they arrive.
- Attends, assesses and treats patient if appropriate
- Documents in patient notes
- Liaises with nursing staff and/or medical officer about the result of their consultation
- Documents call back in communication book in Physiotherapy Office

- Documents arrival and departure times on physiotherapy department sign-in sheet
- May consider it appropriate to phone the Respiratory Clinical Lead Physiotherapist or their delegate at the start of the next rostered physiotherapy day shift to discuss the call-back

***Switchboard Operator (2200hrs-0800hrs)***

- Receives a request from the nurse or medical officer to connect them with the SCH on call physiotherapist
- Contacts the SCH on call physiotherapist using the physiotherapy department mobile phone number

***Consultant Medical Officer (Admitting Medical Officer)***

- Receives information from medical officer about patient's deteriorating condition overnight and the request for call-back physiotherapy at the earliest possible convenience

***Respiratory Clinical Lead Physiotherapist or delegate***

- Receives information about call-back in the communication book and possible verbal handover from the on call physiotherapist and notifies Physiotherapy Manager of the call-back

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