

ACUTE REVIEW CLINIC (ARC) – PATIENT MANAGEMENT - SCH PROCEDURE [®]

DOCUMENT SUMMARY/KEY POINTS

- The Acute Review Clinic (ARC) is used for consultation, treatment and review of acute and post-acute patients in an Ambulatory setting
- The purpose of the Acute Review Clinic (ARC) is to:
 - Provide safe and effective alternative care pathways for medical review and follow-up that replace the need for inpatient admissions
 - Reduce length of stay from a current hospital admission by providing medical review after discharge
 - Provide clinical space for the clinicians of speciality teams to review their patients
- Patient referred are to be seen within 72 hours of discharge from inpatient wards or emergency department
- A patient may be seen in ARC as an outpatient appointment or as part of an admission to Hospital in the Home (HITH)
- Referrals must be made through eMR
- Alternative sources of review should be considered prior to referral to ARC e.g. GP, specialist

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.

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st June 2021	Review Period: 3 years
Team Leader:	Fellow	Area/Dept: Ambulatory SCH

CHANGE SUMMARY

- Not applicable - new document

READ ACKNOWLEDGEMENT

- The following staff should read and acknowledge
 - All clinical and clerical staff in the Emergency Department
 - All clinical and clerical staff of Ambulatory Services
 - Medical and Nursing Staff of General Medicine
 - Subspecialty clinical staff that utilise ARC

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Purpose

The overall purpose of the Acute Review Clinic (ARC) is to provide the opportunity for patients with acute care needs to be safely managed in the ambulatory setting

ARC appointment types

The following appointment types are available:

- ARC General Medical Registrar Review
 - Medical review of patients within 72 hours of discharge from inpatient wards or emergency department
 - Medical review of Hospital in the Home (HITH) patients (for HITH admission policy please see Admission to Hospital in the Home policy), including patients discharged on once daily intravenous/intramuscular antibiotics
 - Telehealth or face-to-face appointments are available
- ARC Team Review
 - Sub-speciality team review of patients that require acute review within 72 hours and who are unable to be managed within the outpatient clinics
- ARC Nursing

Clinic details

Location

ARC is located within Sydney Children's Hospital on ward C 1 North (Ambulatory Care)

Hours of operation

- Monday - Friday: 0830 - 1630
- Saturday - Sunday/Public Holidays: 0900 – 1300

Contact details

- C1 North (Ambulatory Care) Clerk – Extension 20223
- ARC general medical registrar – Pager 46635

Referral criteria

- Patient clinically stable to be discharged from but still requiring acute or post-acute care
- For review within 72hrs of discharge from inpatient ward or emergency department
- Carer has access to phone and transport
- Carer competent and feels safe to manage the child's condition at home

Exclusion criteria

- Oncology/haematology patients
- Infection control risks
 - The following patients are not suitable for face-to-face appointments
 - Confirmed or suspected infection requiring airborne precautions eg. varicella, measles, tuberculosis – see [Infection Prevention and Control – Isolation and Transmission Based Precautions](#)
 - COVID 19 pending
 - Discuss with the C1 North Nurse Manager or after hours nurse manager if you have any questions regarding patient suitability to attend clinic

Patients not eligible for Medicare

If patients are not eligible for Medicare or reciprocal health care agreements, there will be an out-of-pocket cost associated with the ARC visit. This cost may be claimable on health insurance – carers should enquire with their insurer. For more information see [SCHN Overseas Medicare Ineligible Patient Fees Information](#) fact sheet.

Making a referral to the ARC clinic

- Considerations prior to referral
 - Is follow up with GP or usual specialist more appropriate?
 - Is there an ARC clinic available at the patient's local paediatric service?

Referral for ARC general paediatric registrar review

All ARC appointments are booked via eMR Powerchart/FirstNet – see [referral flowchart](#) and [how to make an eMR referral](#)

- Process:
 - Orders → Add → Search ARC then click on Acute review clinic (ARC) referral
 - Complete ARC referral

- In Emergency Department - complete Clerical request form and give to clerical staff to make appointment
- Provide parents with appointment letter

Referral for ARC team review

- Subspeciality team review, must be agreed by subspecialist team
 - Process: Contact C1 North Clerk to make eMR booking

Patients Requiring Intravenous/Intramuscular Antibiotics

- Patients being sent home from the emergency department or ward with a plan for once daily intravenous or intramuscular antibiotics as part of their review in ARC will be admitted as Hospital in the Home (HITH) patients – see [referral flowchart](#)
- Clinical practice guidelines exist for outpatient IV/IM antibiotic treatment of several common paediatric infections. Referrals will not be restricted to the following list, however the below guidelines may be helpful to guide clinical decision making.
 - [Community acquired pneumonia](#)
 - [Limb cellulitis](#)
 - [Urinary tract infection](#)
 - [Fever and petechial rash](#)
- Patients referred for IV/IM antibiotics will require:
 - Approval by either Admitting Medical Officer for inpatients or General Paediatrician on-call for patients referred from emergency department
 - ARC referral submitted [via eMR Powerchart/FirstNet](#) – answer “Yes” to questions “Patient requires IV/IM therapy?” and “Transfer to HITH bedboard?” and provide details of Admitting Medical Officer
 - Cannula education as required (including providing [Care of the Intravenous Cannula at Home Factsheet](#))
 - Full admission to be completed by clerk, and eMR transfer to HITH
 - Once transfer to HITH completed on eMR, medications to be administered by HITH should be charted in the Medication Administration Record (MAR) as required

Figure 1. Referral for ARC general medical review - flowchart

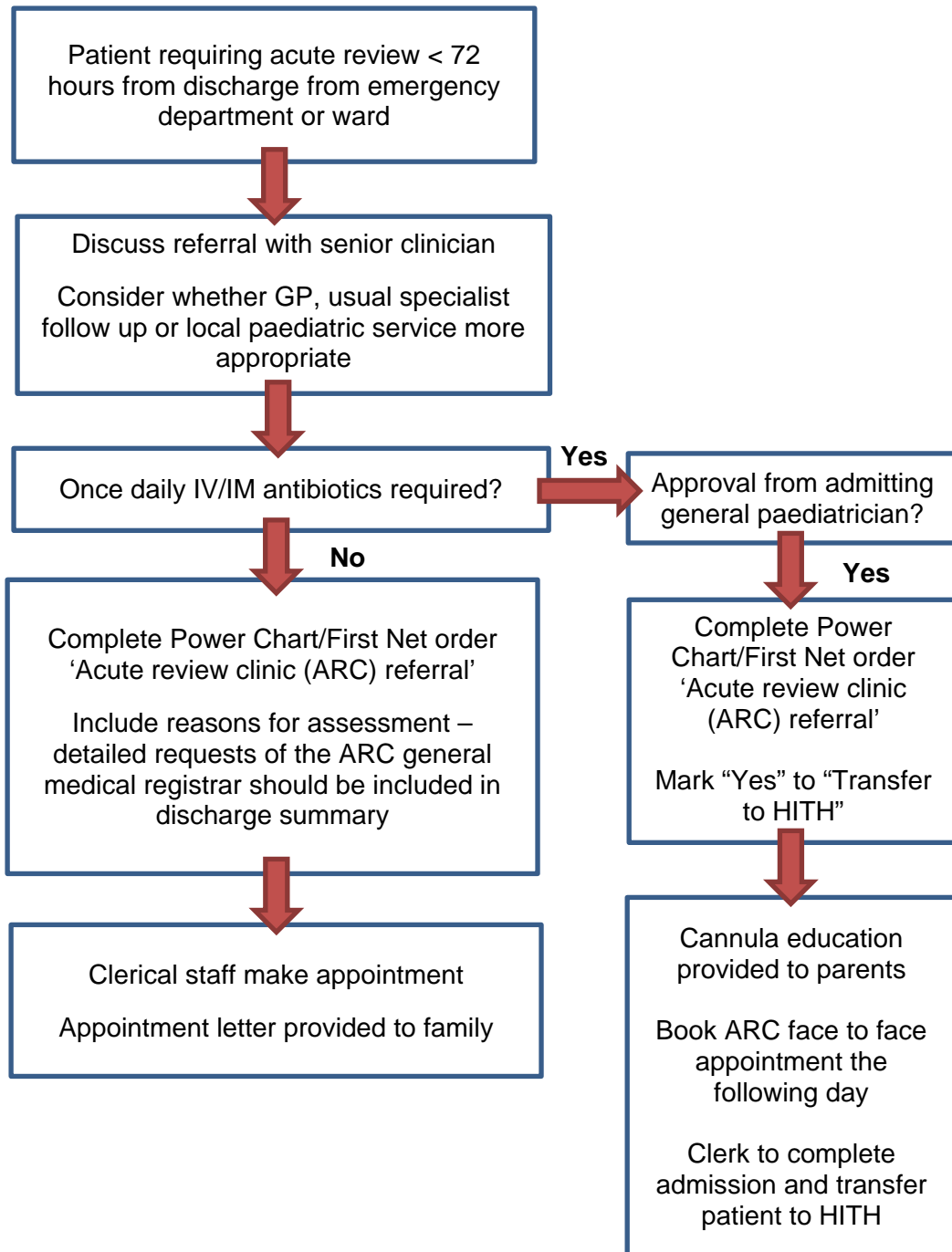
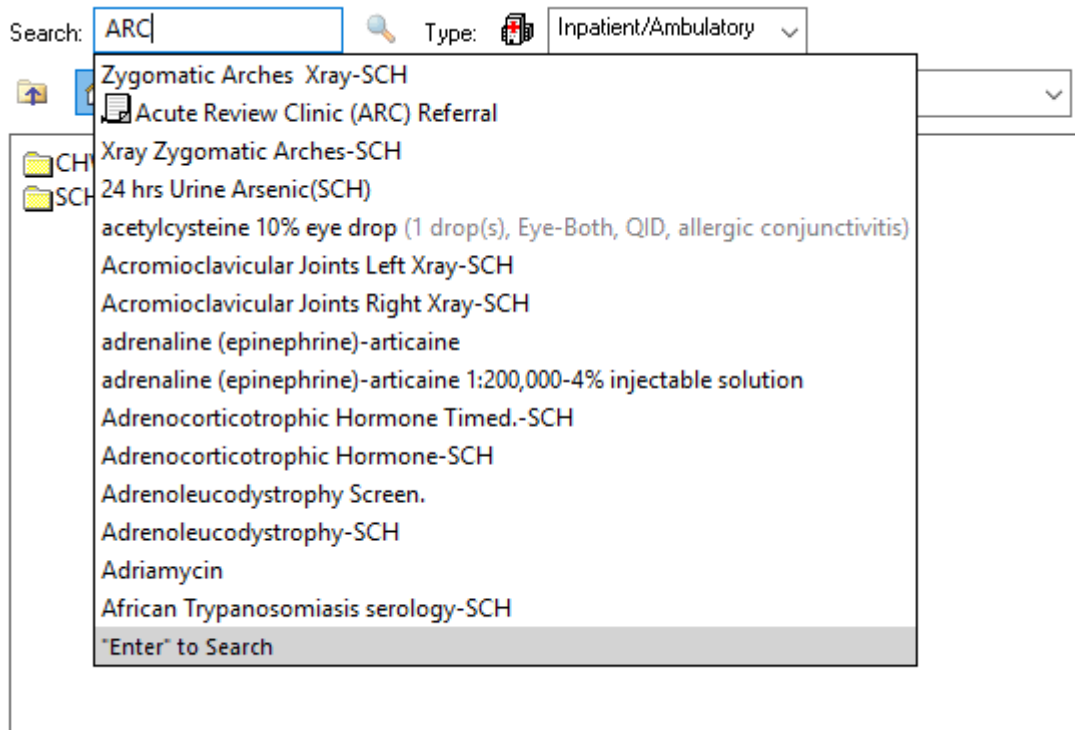


Figure 2. Making a referral to ARC in eMR

1. Search “ARC” in patient orders and select “Acute Review Clinic (ARC) Referral” from drop down list



2. Complete details of ARC referral

Details for Acute Review Clinic (ARC) Referral

Details
 Order Comments

*Referring Consultant: <input type="text"/>	*Proposed follow up date: <input type="text"/>
*Appointment made by clerical staff: <input type="radio"/> Yes <input type="radio"/> No	*Is this patient infectious?: <input type="radio"/> Yes <input type="radio"/> No
*Specify infection: <input type="text"/>	*Diagnosis: <input type="text"/>
*Reason 1 for assessment: <input type="text"/>	Reason 2 for assessment: <input type="text"/>
Reason 3 for assessment: <input type="text"/>	*Patient requires IV/IM therapy?: <input type="radio"/> Yes <input type="radio"/> No
*If yes, transfer to HITH bedboard?: <input type="radio"/> Yes <input type="radio"/> No	HITH Admitting Medical Officer: <input type="text"/>
Additional information: <input type="text"/>	Referrer's contact number/pager: <input type="text"/>

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