

## Communication at Transitions of Care: ED Transfer to Floor

Starting on September 26<sup>th</sup> nurses working in ED will transition to use of electronic tools in addition to a verbal handover for patient transfers. ED nurses will call the receiving unit to give verbal report to the MRN. The ED nurse will document the details of the conversation in the patient record.

Island Health's [Information Transfer at Care Transitions Policy](#) indicates:

### 1.2 General Principles For Information Transfer at Care Transitions

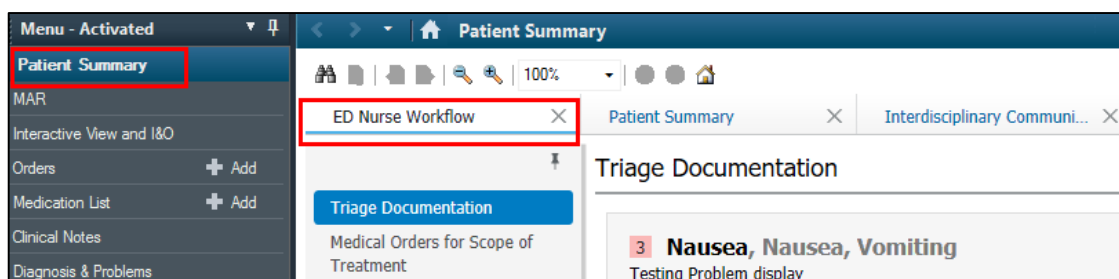
Information transfer and communication at handovers must occur at the following care transitions:

- Change in accountability between team members (e.g. handover at shift-to-shift, rest periods, change of provider care, etc.)
- Patient transfer (e.g. patient transfer points within hospitals, facility and/or services inclusive of Acute, Long Term Care, Facility and/or Community settings)

### 1.4 Sharing urgent vs. non-urgent information

- Best practice supports the sharing of all information verbally (e.g. face-to-face or phone) by the care team, with clear documentation of care team conversations captured in the EHR.

**Tip:** The ED Handoff workflow page is a great place to find all required Handoff communication information. This page is set up to easily scroll through and view information face-up without having to navigate to multiple areas in the chart. This page can also be customized

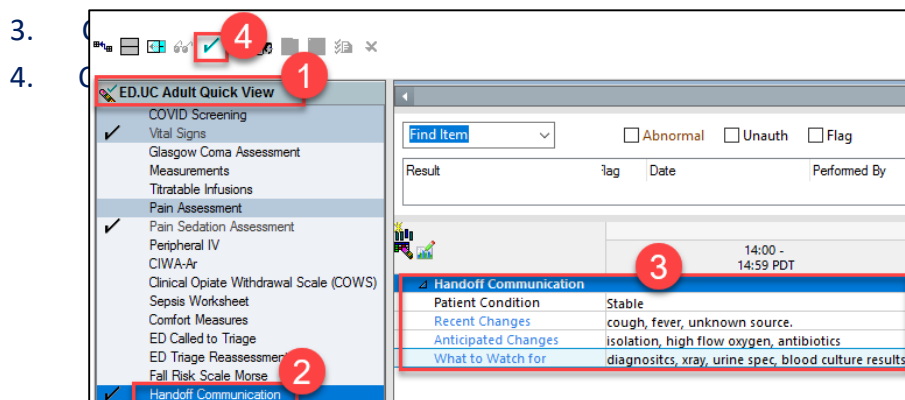


Transfer of information at care transitions can be documented in the **Handoff** and **Patient Transfer/Transport** sections in IVIew. Handoff and Patient Transfer serve two different purposes

**Handoff Communication:** Is used to document a **high-level summary using IDRAW**. This includes key information about recent and anticipated changes and what the team needs to be aware of and watching for

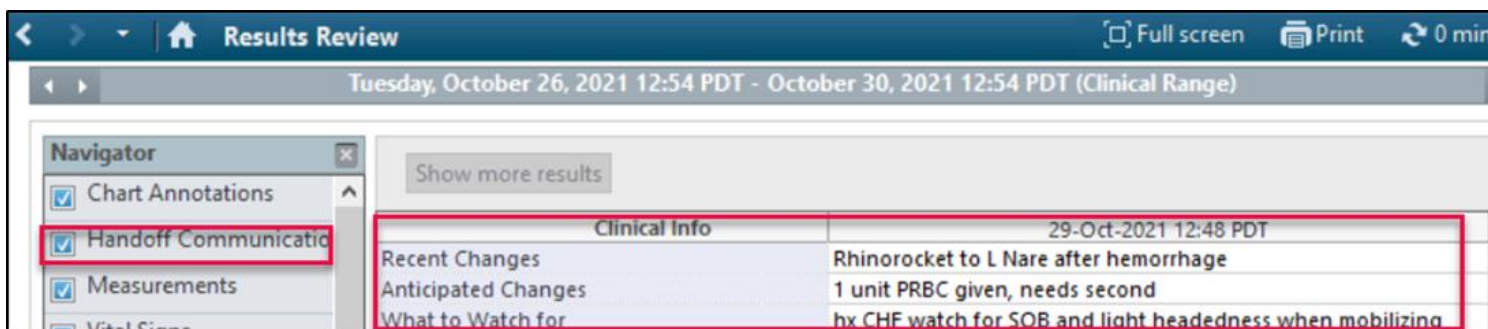
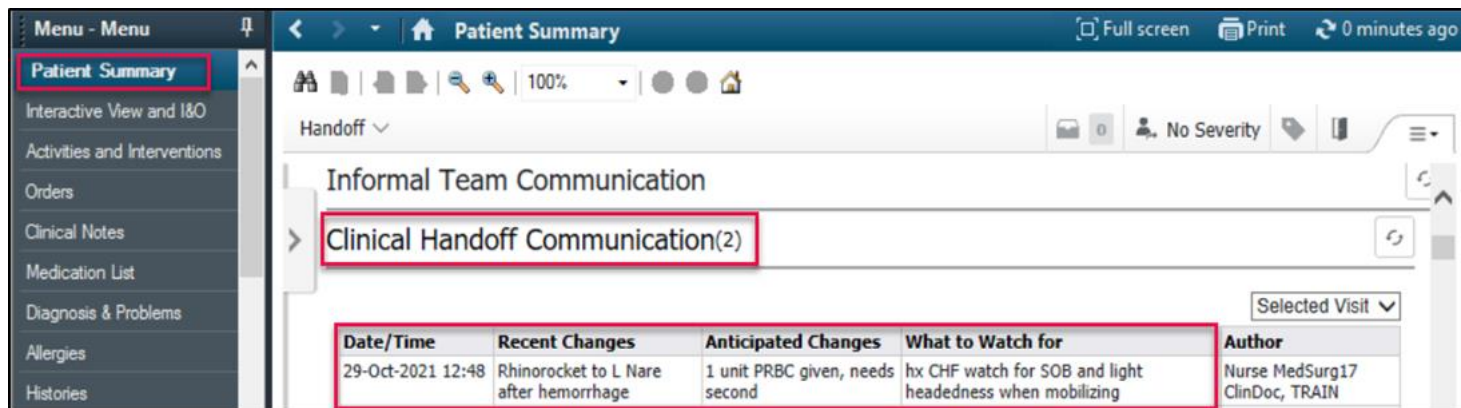
### Documenting Handoff in the Emergency Department (ED)

1. Select the **ED.UC Adult Quick View** band.
2. Select **Handoff Communication**.



## Communication at Transitions of Care: ED Transfer to Floor

This documentation will display in Results Review and in the Handoff Communication component on the workflow pages for all care team members.



**Patient Transfer/Transport:** Is used to document a patient transport including unit to unit transfer.

Note: Information documented in this section will display in Results Review.

### Documenting a Patient Transfer in the ED

1. Select the ED.UC Adult Quick View.
2. Select Patient Transfer/Transport.
3. Complete Patient Transfer/Transport documentation.
4. Click the green checkmark to sign.

