

## Being aware of new and updated patient information

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No: 6

### Issue

A recent incident highlights the need to ensure processes are in place to ensure clinicians routinely see information relating to their patients.

All information received about patients should routinely be uploaded to the patient's electronic clinical record. The clinician responsible for the individual's care should systematically check and take into account any updates before making further decisions about their management.

### Incident

An elderly patient with complex physical and mental health conditions was admitted to the Trust. Although information from the acute hospital relating to the patient's physical condition was available, it had not been accessed and was not taken into account when planning the patient's care.

The patient subsequently fell whilst on the ward, was admitted to A and E and died shortly afterwards.

### Learning Points

- All services must have an administrative process for routinely alerting clinicians to new information about their patients
- Clinicians must have a systematic process for checking for newly received information before each new appointment/intervention
- Where professionals outside of the treating team add information to RiO or another electronic clinical system:
  - they must routinely alert the treating team to raise awareness of any immediate or significant issues
- All teams should have an 'Internal referrals' email Inbox which is used for this purpose. This should be routinely checked and acted upon by the receiving team