

CARE4 Standards of Care – Emergency

In addition to the CARE4 Corporate Standards of Care, the following standards apply for Emergency patients

Standards	ED Documentation	Frequency
Reception and Triage	<ul style="list-style-type: none"> ▪ All patients to have a presenting complaint identified within 10-15 minutes of arrival to ED ▪ Reception (Pre-Triage) is completed in MEDITECH (GBGH patients uses Kiosk for Minor Patients) ▪ Health card swiped or health card number is entered, and an auto MPI is completed to select the patient from the Master Patient Index ▪ If there is no health card, then enter last name, first name, age and sex ▪ Complete stated complaint and Mode of Arrival ▪ Status updates to Received ▪ Triage assessment includes EMS/FALLS/IPAC. Nurse adds in Chief Complaint ▪ Medical directives Pop up it can be initiated at triage when possible, if not primary nurse initiates ▪ Triage assessment is completed in eCTAS ▪ Nurse updates to Status Event to Triaged then sites Status Event to let registration know where to print ▪ Measured weight completed for all paediatric patients (16 years and under) ▪ Allergies are reviewed and confirmed or entered as new at triage if the MPI (Health Card was swiped or health card number was entered), otherwise allergies are completed by primary nurse ▪ Medical directives initiated at triage when possible, if not primary nurse initiates ▪ Special Indicators updates as required 	<ul style="list-style-type: none"> ▪ Within 10-15 minutes of arrival to ED
Triage Reassessments	<ul style="list-style-type: none"> ▪ Triage reassessments are completed as per CTAS guidelines until the patient is seen by a physician ▪ The extent of the reassessment depends upon the presenting complaint, the initial triage level and any changes identified by the patient 	<p>All patients in waiting areas should be reassessed within the following time frames:</p> <p>Level 1= Continuous care</p> <p>Level 2= Every 15 minutes</p> <p>Level 3= Every 30 minutes</p> <p>Level 4= Every 60 minutes</p> <p>Level 5= Every 120 minutes</p>
Ongoing Assessments	<ul style="list-style-type: none"> ▪ Focused assessments are completed based on the patient's presenting complaint ▪ Many of the chief complaints will generate focused assessments specific to the complaint that will automatically populate to the worklist, other complaints that are more generic require the nurse to add the appropriate focused assessment - Refer to Appendix A 	Hourly documentation

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	<ul style="list-style-type: none"> ▪ Minimum hourly documentation on patients - Document ED Purposeful Rounding Assessment ▪ Reassessments of patients should be completed according to the initial documented CTAS score, when there is a change in the patient's status, a change in vital signs, a change in shift or transfer of care and as per the nurse's judgement ▪ Specific considerations for temperature method (infants and children) ▪ Allergies should be reviewed and confirmed or entered new if not completed at triage ▪ Home medications (BPMH) will be entered by Pharmacy Technicians on all patients suspected to be admitted or upon the request of the physician. ED Nurse will Request BPMH in the BMPH Intervention ▪ Medical/Surgical history should be reviewed and confirmed on all patients suspected to be admitted or upon the request of the physician 	
Non Urgent Patients	<ul style="list-style-type: none"> ▪ Documentation as per Standard of Care for Minor Complaints ▪ Documentation as per physician's orders for treatment or at the nurse's discretion 	
Transfer of Accountability (TOA)	<ul style="list-style-type: none"> ▪ Transfer of Accountability (TOA) will be completed at change of shift, transfer of care from one nurse to another nurse within a shift and for transfers from ED to an inpatient unit 	
Patient/Family Teaching	<ul style="list-style-type: none"> ▪ Patient health teaching to be done regarding treatment prior to procedures (i.e.; IV insertion, dressings, sutures) ▪ Patient health teaching to be done regarding tests (i.e.: X-ray, US) ▪ Education of family/visitors and patients with regards to isolation precautions ▪ Patient health teaching with regards to medications and medication administration ▪ Teaching/follow up instructions to be provided to patients, and the nurse will document which forms were provided (i.e.; cast care, suture care, head injury etc.) ▪ Document patient/family/caregiver verbal understanding of the education/teaching provided ▪ TEACHBACK will be the method of choice as per Accreditation standards 	<ul style="list-style-type: none"> ▪ Per procedure ▪ Upon discharge ▪ PRN
Discharge	<ul style="list-style-type: none"> ▪ Referrals appropriate for the patient ▪ Discharge plan routine is a shared responsibility to complete by ED physicians and nurses ▪ Discharge assessment completed by ED nurse ▪ Discharge disposition, Date and Time of discharge ▪ Admitted Patients/OR Patients - Report will be given using Snapshot and TOA then advancing Status Event to Transfer to Room/Transfer to OR 	<ul style="list-style-type: none"> ▪ Done prior to discharge on all patients
Admitted Patients Waiting on Inpatient Bed (No Bed Admits)	<p>Admitted patients that remain in the ED as no bed is available</p> <ul style="list-style-type: none"> ▪ Complete all appropriate admission assessments based on the no bed service assessments and Applicable Risk Assessments ▪ Process Transfer electronic admission orders, address STAT orders 	

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	<ul style="list-style-type: none"> ▪ Vital signs beginning and end of shift and as patient condition warrants 	
Other/Additional Interventions	<ul style="list-style-type: none"> ▪ Pre-op package if applicable and pre-op checklist documentation in the electronic record must be completed prior to the patient being transferred to the OR ▪ Any child in need of protection and deemed likely to be suffering from physical harm (including neglect, sexual molestation or exploitation, serious emotional harm, delayed development, failure to consent to medical or emotional treatment) must be reported to CAS per hospital policy ▪ Gunshot mandatory reporting ▪ Animal Bite reporting to Public Health 	<ul style="list-style-type: none"> ▪ Ongoing and PRN

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Appendix A

Focused Assessments Associated to Chief Complaints

All Chief Complaints have the following assessments: Current Home Meds, Vital Signs, Pain, Height & Weight, ED Meds to Go (Except RVH), Patient Education, ED TOA

2018 CEDIS Complaint List	Assessment
Abdominal Mass/Distention	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Abdominal Pain	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Abnormal Lab/Imaging Results	Physical ED General Complaints IV ED Rounding I&O MI Prep & Send
Abrasion	ED General Complaints ED Wound
Allergic Reaction	ED Allergic Reaction IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Altered Level of Consciousness	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Amputation	Physical ED Wound IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Anal/Rectal Trauma	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Anorexia	Physical ED Mental Health IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Anxiety/Situational Crisis	Physical ED Mental Health Restraints and/or Seclusion C-SSR MH Act Forms IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Apneic Spells in Infants	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Back Pain	Physical ED General Complaints IV ED Rounding I&O ED BPMH MI Prep & Send
Bite	ED Animal Bite ED Laceration Repair/Suturing ED Wound
Bizarre Behaviour	Physical ED Mental Health Restraints and/or Seclusion C-SSR MH Act Forms IV ED Rounding I&O ED BPMH
Blood and Body Fluid Exposure	Physical IV ED Rounding I&O ED BPMH
Blood in Stool/Melena	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Burn	ED Burn IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Cardiac Arrest - Traumatic	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Cardiac Arrest - Non Traumatic	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Cast Check	ED Cast/Splint
Chemical Exposure	Physical ED Wound IV ED Rounding I&O ED BPMH
Chemical Exposure, Eye	Physical ED Visual Acuity EENT IV ED Rounding I&O ED BPMH
Chest Pain-Non Cardiac Features	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send

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Chest Pain-Cardiac Features	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Concern for Patient's Welfare	Physical ED Mental Health C-SSR MH Act Forms IV ED Rounding I&O ED BPMH
Confusion	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Congenital Problem in Children	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Constipation	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Cool Pulseless Limb	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Cough/Congestion	Physical IV ED Rounding I&O ED BPMH MI Prep & Send (ED PRAM –NB&Paeds)
Cyanosis	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Dental/Gum Problems	ED Dental
Depression/Suicidal/Deliberate Self-Harm	Physical ED Mental Health Restraints and/or Seclusion C-SSR MH Act Forms IV ED Rounding I&O ED BPMH
Diarrhea	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Difficulty Swallowing/Dysphagia	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Diplopia	Physical EENT IV ED Rounding I&O ED BPMH
Direct Referral for Consultation	ED General Complaints
Discharge, Ear	ED General Complaints EENT
Dressing Change	ED General Complaints ED Wound
Ear Injury	ED General Complaints EENT
Earache	ED General Complaints EENT
Edema, Generalized	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Electrical Injury	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Epistaxis	ED Epistaxis IV ED Rounding I&O ED BPMH
Exposure to Communicable Disease	Physical IV ED Rounding I&O ED BPMH
Extremity Weakness/Symptoms of CVA	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Eye Pain	Physical ED Visual Acuity IV ED Rounding I&O ED BPMH MI Prep & Send
Eye Trauma	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Facial Pain/Non-Traumatic/Non Dental)	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Facial Trauma	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Feeding Difficulties in Newborn	ED General Complaints
Fever	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Flank Pain	Physical IV ED Rounding I&O ED BPMH MI Prep & Send

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Floppy Child	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Foreign Body Ear	ED Foreign Body EENT MI Prep & Send
Foreign Body, Eye	ED Foreign Body EENT MI Prep & Send
Foreign Body, Nose	ED Foreign Body EENT MI Prep & Send
Foreign Body, Rectum	ED Foreign Body MI Prep & Send
Foreign Body, Skin	ED Foreign Body
Foreign Body, Vagina	ED Foreign Body MI Prep & Send
Frostbite/Cold Injury	Physical ED Wound IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Gait Disturbance/Ataxia	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
General Weakness	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Genital Discharge/Lesion	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Genital Trauma	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Groin Pain/Mass	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Hallucinations/Delusions	Physical ED Mental Health Restraints and/or Seclusion IV ED Rounding I&O ED BPMH
Head Injury	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Headache	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Heat Related Injury	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Hematuria	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Hemoptysis	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Hiccoughs	General Complaints
Hyperglycemia	ED Hypoglycemia/Hyperglycemia IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Hypertension	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Hyperventilation	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Hypoglycemia	ED Hypoglycemia/Hyperglycemia IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Hypothermia	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Imaging Tests/Blood Test	ED General Complaints MI Prep & Send
Inconsolable Crying	Physical IV ED Rounding I&O ED BPMH
Infestation, Rule Out	Physical IV ED Rounding I&O ED BPMH
Insomnia	Physical IV ED Rounding I&O ED BPMH
Isolated Abdominal Trauma , Blunt	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Isolated Abdominal Trauma, Penetrating	Physical ED Wound IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Sendiso

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Isolated Chest Trauma , Blunt	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Isolated Chest Trauma, Penetrating	Physical ED Wound IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Jaundice	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Joint(s) Swelling	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Labial Swelling	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Laceration/Puncture	ED Laceration Repair/Suturing IV ED Rounding I&O ED BPMH MI Prep & Send
leg Swelling/Edema	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Localized Swelling/Redness	Physical ED Wound IV ED Rounding I&O ED BPMH MI Prep & Send
Loss of Hearing	ED General Complaints EENT
Lower Extremity Injury	ED Cast/Splint IV ED Rounding I&O ED BPMH MI Prep & Send
Lower Extremity Pain	ED Cast/Splint IV ED Rounding I&O ED BPMH MI Prep & Send
Lumps, Bumps, Calluses	ED General Complaints
Medical Device Problem	Physical ED General Complaints IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Menstrual Problems	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Minor complaints NOS	ED General Complaints
Multisystem Trauma, Blunt	Physical ED Wound IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Multisystem Trauma, Penetrating	Physical ED Wound IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Nasal Congestion / Hay Fever	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Nasal Trauma	Physical ED Wound EENT IV ED Rounding I&O ED BPMH MI Prep & Send
Nausea and/or Vomiting	Physical IV ED Rounding I&O ED BPMH
Near Drowning	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Neck Swelling/Pain	Physical EENT IV ED Rounding I&O ED BPMH MI Prep & Send
Neck Trauma	Physical ED Wound IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Newly Born	ED Neonatal Jaundice IV ED Rounding I&O ED BPMH
Neonatal Jaundice	ED Neonatal Jaundice IV ED Rounding I&O ED BPMH MI Prep & Send
Noxious Inhalation	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Oliguria	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Oral/Esophageal Foreign Body	ED Foreign Body IV ED Rounding I&O ED BPMH MI Prep & Send
Other Skin Conditions	ED General Complaints
Overdose Ingestion	Physical ED Toxicology/Overdose Restraints and/or Seclusion CIWA COWS C-SSR MH Act Forms IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Paediatric Disruptive Behaviour	ED Mental Health C-SSR MH Act Forms IV ED Rounding I&O ED BPMH

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Paediatric Gait Disorder/Painful Walk	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Pallor/Anemia	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Palpitations/Irregular Heartbeat	Physical ED Synchronized Cardioversion IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Penile Swelling	Physical IV ED Rounding I&O ED BPMH
Periorbital Swelling	EENT ED Visual Acuity IV ED Rounding I&O ED BPMH MI Prep & Send
Photophobia	EENT ED Visual Acuity IV ED Rounding I&O ED BPMH
Polyuria	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Postoperative Complications	Physical ED Wound IV ED Rounding I&O ED BPMH MI Prep & Send
Postpartum Issues	ED Postpartum IV ED Rounding I&O ED BPMH MI Prep & Send
Pregnancy Issues < 20 Weeks	ED Pregnancy IV ED Rounding I&O ED BPMH MI Prep & Send
Pregnancy Issues > 20 Weeks	ED Pregnancy IV ED Rounding I&O ED BPMH MI Prep & Send
Prescription/Medication Request	ED General Complaints
Pruritus	ED General Complaints
Rash	ED General Complaints
Re-check Eye	ED General Complaints ED Visual Acuity EENT
Rectal/Perineal Pain	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Red Eye, Discharge	EENT ED Visual Acuity
Redness/Tenderness, Breast	ED General Complaints MI Prep & Send
Removal Staples/Sutures	ED General Complaints ED Wound
Respiratory Arrest	Physical CC Ventilation Invasive IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Respiratory Foreign Body	ED Foreign Body IV ED Rounding I&O ED BPMH MI Prep & Send
Return Visit for Therapy	ED General Complaints
Ring Removal	Ring Removal
Scrotal Pain and/or Swelling	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Seizure	Seizure Precautions & Assessment IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Sensory Loss/Paresthesia	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Sexual Assault	Physical IV ED Rounding I&O ED BPMH
Shortness of Breath	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send (ED PRAM –NB&Paeds)
Social Problem	ED General Complaints
Sore Throat	EENT
Spontaneous Bruising	Physical ED General Complaints IV ED Rounding I&O ED BPMH MI Prep & Send
Sting	ED Allergic Reaction IV ED Rounding I&O ED BPMH

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Stridor	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Substance Misuse/Intoxication	Physical ED Toxicology/Overdose ED Mental Health Restraints and/or Seclusion CIWA COWS C-SSR MH Act Forms IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Substance Withdrawal	Physical ED Toxicology/Overdose ED Mental Health Restraints and/or Seclusion CIWA COWS C-SSR MH Act Forms IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Syncope/Presyncope	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Tinnitus	EENT
Traumatic Back/Spine Injury	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Tremor	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Unilateral Reddened Hot Limb	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Upper Extremity Injury	ED Cast/Splint IV ED Rounding I&O ED BPMH MI Prep & Send
Upper Extremity Pain	ED Cast/Splint IV ED Rounding I&O ED BPMH MI Prep & Send
URTI complaints	Physical ED General Complaints IV ED Rounding I&O ED BPMH MI Prep & Send
UTI complaints	ED General Complaints
Urinary Retention	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Vaginal Bleed	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Vaginal Discharge	ED General Complaints MI Prep & Send
Vaginal Pain/Dyspareunia	ED General Complaints MI Prep & Send
Vertigo	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Violent/Homicidal Behaviour	Physical ED Toxicology/Overdose ED Mental Health Restraints and/or Seclusion CIWA COWS C-SSR MH Act Forms IV ED Cardiac Monitor ED Rounding I&O ED BPMH
Visual Disturbance	EENT Visual Acuity IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Vomiting Blood	Physical IV ED Cardiac Monitor ED Rounding I&O ED BPMH MI Prep & Send
Wheezing-No Other Complaints	Physical IV ED Rounding I&O ED BPMH MI Prep & Send
Wound Check	ED General Complaints ED Wound