An Urgent and Emergency Telemedicine Service Pathway
(from Hampshire Hospitals NHS FT)

The Telemedicine Service Pathway

Concerned About Resident?

Before you call, if possible:
- Assess using RESTORE/mRs
- Check the Advance Care Plan
- Complete SBARD Tool

Call 0300 772 7765

Telemedicine consultation with
discussion:
- Outline concerns using SBARD and
  the resident’s wishes (as per ADP)

Referral to
community services,
e.g. GP/other

Electronic
Prescription

Discharge

Agree actions,
implement and
review

Escalate to a more
senior doctor, e.g.
doctor

CHIE: A record of all consultations and agreed actions will be recorded on
CHIE, along with any new or updated RESPECT forms.
If your care home does not have access to CHIE (yet) the service can email a
record of the consultation and RESPECT forms to the
care home’s NHS.net
Acute Telemedicine Service – In Place of 111/999

Care Home

Staff concerned about a resident's health status
Assess using RESTORE2TM

Have info about resident's ACP, POA, and TEP ready to inform discussion
SBARD enables concerns to be clearly articulated and recorded

Hospital

Staff member calls the Telemedicine Service

Uses SBARD to report concerns

Telemedicine staff manage according to Protocol

Escalate to more senior clinician
Refer to GP or 999
Arrange Prescription etc.

Monitor in Care home with agreed call back times
Discharge

Next steps agreed

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