

Protocol for the handover of ambulance patients in the ED

Process Infographic

WHO SHOULD USE THIS RESOURCE

This resource has been created to support emergency department clinicians and ambulance paramedics in performing the safe and timely handover of patients arriving by ambulance to the emergency department.

KEY CLINICAL HANDOVER RESPONSIBILITIES

AMBULANCE PARAMEDICS

- Review handover details pre-arrival.
- Remain with the patient during handover.
- Reach agreement with the ED clinician on 'ambulance handover complete'.
- Enter agreed time in VACIS.

EMERGENCY DEPARTMENT CLINICIANS

- Ensure clinicians are available for handover.
- Provide a suitable handover environment.
- Agree on 'ambulance handover complete' time.
- Acknowledge and accept responsibility for the patient.
- Enter agreed time in ED timestamp monitoring platform.

CLINICAL HANDOVER PROCESS MAP

Ambulance arrives at hospital waiting bay, engine is off and paramedics activate arrival button on their Mobile Data Terminal (MDT)

Triage

Registration

ED Location immediately available
(treatment space or waiting room depending on patient, condition and acuity)

Yes

No

Patient hold on ambulance stretcher with
regular triage nurse review.

Emergency Department treatment location
available within **relevant local thresholds**

Emergency Department treatment location
not available within local thresholds;
escalation arrangements activated

Emergency Department location available

Patient is transferred from the ambulance
stretcher /chair to the emergency department
treatment space (cubicle, chair or waiting room)

AND

Clinical handover from ambulance paramedic
to emergency clinician (IMIST-AMBO)

'Ambulance handover complete' timestamp agreed
when above actions are complete

START

DATA CAPTURE POINTS



ED Clinician enters time at
Triage into hospital ED patient
flow tracking system as
'Ambulance at destination' time



Paramedic enters time into
VACIS at Triage as 'Ambulance
at destination' time

END



ED Clinician enters time into ED
patient flow tracking system as
'Ambulance Handover complete'



Paramedic enters time
into VACIS as 'Ambulance
Handover complete'