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# TELEPHONE ENQUIRIES RE PATIENT CONDITION

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## Overview

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### This Document

This document covers the following topics relating to telephone enquiries re patient condition.

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# TELEPHONE ENQUIRIES RE PATIENT CONDITION

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## Introduction

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**Purpose** The purpose of this policy is to ensure telephone enquiries relating to a patient's condition are appropriately managed, and that they meet the requirements of the Privacy Act legislation.

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**Scope** This policy applies to all Patient Enquiries staff.

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**Associated Documents** The table below indicates other documents associated with this policy.

Type	Document Titles
Board Policies	<ul style="list-style-type: none"><li>• <a href="#">Access to Patient Information</a></li><li>• <a href="#">Privacy of Patient Information</a></li></ul>
Legislation	<ul style="list-style-type: none"><li>• Privacy Act 1993</li><li>• Health Information Privacy Code 1994</li></ul>
References	<ul style="list-style-type: none"><li>• Poster on Collection of Health Information</li><li>• Patient Welcome Brochure</li></ul>

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# TELEPHONE ENQUIRIES RE PATIENT CONDITION

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## Policy Statements

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**Policy Statements** Ward/Unit staff must update CHIPS routinely to maintain the current status of patient conditions.

All telephone enquiries for information relating to a patient's condition must be based on the information contained in the condition list.

Patient Enquiries staff must ascertain caller status in relation to the patient if the caller wishes to be transferred to the ward/unit.

Patient Enquiries staff must contact the Ward/Unit for relevant information when the patient condition relates to:

- Operating Theatre
  - Seriously ill
  - No condition code or condition not updated
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## TELEPHONE ENQUIRIES RE PATIENT CONDITION

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### Access to Additional Information

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#### Access to Additional Information

The following requestors have access to additional information under the following circumstances:

- **Family members** - Patient Enquiries staff must first determine family member status, and may then provide general information as per the condition list. The requestor should be referred to the ward/unit if this is noted on the condition list, or if the family member requests additional information.
- **Children** - Patient Enquiries staff must determine who is calling and the age of the child. If the child is under 16 years of age, the caller should be put through to the ward/unit, especially if the patient is the child's parent or guardian.
- **Health professionals associated with the patient** - Patient Enquiries staff must determine the relationship of the caller to the patient. If medical personnel (e.g. referrer/specialist/GP), community-based nurse or allied health professional associated with the patient, then general information as per the condition list may be provided. The caller may be referred to the ward/unit if they request this. Ward staff must confirm the identity of the caller before providing any additional information.
- **Media** - Patient Enquiries staff must determine the status of the caller and may provide general information as per the condition list. If no condition list, Patient Enquiries staff should state that the patient's condition is unavailable at this time. The caller should not be referred to the Ward/Unit or Duty Manager, unless this is specifically noted on the condition list.
- **Media requests for information related to celebrity /other cases of public interest** – Patient Enquiries staff should refer callers to the Communications Department.

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#### Code 19 Patients

Patient Enquiries staff must state "I have no record of a patient by that name".

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## TELEPHONE ENQUIRIES RE PATIENT CONDITION

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### Patient Condition Codes

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#### Condition Codes

#### Codes available for use are:

1. For possible discharge today, or transfer to another hospital, ring before visiting.
  2. Patient is on ward leave.
  3. Patient may be absent from the Ward, please phone enquiries before visiting.
  4. Had a comfortable night.
  5. Making good progress.
  6. Condition is stable and s/he is fairly satisfactory.
  7. Condition is only fair, not so well today.
  8. Condition is serious and causing concern.
  9. Very ill but his/her condition is improving.
  10. Very ill but his/her condition is unchanged.
  11. To be operated on this morning (M), afternoon (P) (state which) e.g. 11M or 11P.
  12. Had an operation/procedure and is progressing favourably.  
OP=operation, P = Procedure
  13. Had an operation/procedure, his/her condition is only fair.  
OP=operation, P = Procedure
  14. Had an operation/procedure, his/her condition is serious.  
OP=operation, P = Procedure
  15. Patient transferring to another ward within the hospital.
  16. Patient admitted electively today.
  17. Patient is in a comfortable and satisfactory condition.
  18. Patient due for theatre tomorrow.
  19. Patient requests that no information be released regarding their admission, identity or condition.
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## TELEPHONE ENQUIRIES RE PATIENT CONDITION

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### Local Requirement Codes

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#### Local Requirements

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Codes available for use are:

- A. Information cannot be given over the phone. Please call next of kin.
  - B. Put all calls from relatives/Whanau through to ward.
  - C. Advise the caller to contact the next of kin directly.
  - D. Relatives to be asked to call the ward after .....(time). Note: Use a dash after the D then the time e.g: D - 14 is after 2pm
  - E. Do not put calls through to the ward.
  - F. Visiting restricted to next of kin or close friends only.
  - G. No visitors under 14 years of age.
  - H. Open visiting.
  - I. Patients request identity not to be disclosed.
  - J. Enter W to denote a ward then enter the ward number eg: 15W7B = patient transferring to Ward 7B.
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