# Nursing Guidelines on Giving Advised to Parents / Guardians Following Hospitalisation

Over the Phone or by Email, by Nursing Staff in the Clinical Area

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## Document Review History

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## Document Change History

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**Points to consider when nursing staff give advice to patients/parents and guardians* over the phone**

For the purpose of this algorithm the patient/parent/guardian will be referred to as the patient.

### Principles to consider

When parents phone the hospital clinical areas for advice over the phone,

The nurse must consider:

- You cannot assess the child visually, advise the parent to seek medical attention
- that once the call is taken you now have a ‘duty of care’ to this child and family.
- once the duty of care is established, you will be required to meet the same professional standard as you would should the patient be an inpatient in the clinical area.
- if the request from the patient is within your ‘Scope of Practice’ (ABA, 2000) to manage.
- how to manage the query if this is not within your ‘Scope of Practice’
- patient confidentiality in dealing with the query
- ensure Data Protection legislation is adhered to when dealing with the query
- that you are accountable and responsible for the information/advice which is given to the patient
- the code of professional conduct for each nurse and midwife (ABA, 2014)
- nursing students should refer the phone call to a registered nurse to deal with

### During the call the nurse must consider

Assessing the child’s condition will not be possible, you will have the parents assessment of the child’s condition. Assessing the child over the phone is not possible.

If the parent concern is around the child’s medical condition always suggest they seek medical advice ASAP.

- If the query is checking information which was given at discharge and the nurse can access the HCR?
- Do you know and have knowledge of this patient care episode?
- Are you confident about the advice you are giving to this patient?
- If he/she is the best person to give this information or advice, should the call be referred to a senior colleague or medical staff member?
- If the information/advice request is clear?
- Is english the patients first language and the query is understood?
- Is the patients Healthcare Record still on the ward?

### After the phone call the nurse must:

The query/concern of the patient must be detailed and the exact nature of the advice given by the nurse in the communication sheet provided and then reconciled with the healthcare record as soon as is possible. (ABA, 2002)

If it was suggested that the parent take the child to seek medical advice this must be detailed clearly

The detail must include:

- Patient name,
- Healthcare record number if available,
- address and
- date of birth.
- Date and time of the query
- Nature of the query
- Succint detail about the query and the advice given.

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Health Information and Quality Authority (2013) National Standard for Patient Discharge Summary Information, HIQA, Dublin, Ireland.


Record of advice given to parents/patients and guardians over the phone by nursing staff

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<table>
<thead>
<tr>
<th>Patient name</th>
<th>Address</th>
<th>Healthcare record number (If known)</th>
<th>Date of birth</th>
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Reason for the call
(please give details of the query)

Date and time of the call:

_____________________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________

Advice given

_____________________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________

Printed name______________________________Signature_________________NMBI_________________


Health Information and Quality Authority (2013) National Standard for Patient Discharge Summary Information, HIQA, Dublin, Ireland.


Royal College of Nursing (2012) Using Telephone advice for patients with long-term conditions: an RCN guide to using technology to complement nursing practice, RCN, London, UK

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